Roll with the Times, or the Times Roll Over You

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Collection Development—
Discovery of Collections
Rolling With the Wheels of Commerce: The Challenges of Business and Industry-Based Resources

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Abstract

Collections and liaison librarians receive requests for specialized resources that may require use of passwords or other mediated access, local hosting, or special software. Sometimes, although not always, these resources are used in a business or industry setting, and their subscription and licensing processes do not follow typical academic library acquisitions patterns. Librarians may also receive requests for raw data that is part of a subscribed resource. How do librarians respond to these user needs? How do vendors make decisions about which products to bring to the academic library market? The authors present views on these issues and options to consider.

Introduction

In many academic libraries, librarians strive to provide campus-wide access to resources for authorized users in all disciplines and interdisciplinary areas. Librarians sometimes receive requests from users for access to specialized resources for which setting up campus wide access is challenging for any number of reasons. For example, a resource may require:

- specialized access arrangements (password sharing or distribution);
- local hosting;
- data that exceeds the amount available to end-users who are using the vendor platform;
- challenging license terms and;
- software installation on one or more computers.

The Challenge

McCracken presents the following as a guiding philosophy for collections decisions, endeavoring to:

1. Ensure the broadest possible access,
2. In the most convenient possible manner,
3. With the least investment of time or money,
4. While following the letter and spirit of relevant licenses.

However, the specialized resources under discussion here present challenges to one if not all of the above goals. McCracken notes that in electronic resources roughly 20% of your time is spent dealing with 80% (so, most) of your resources, but a few annoying resources (the 20%) take up the rest of the time (80%).

What criteria, decision points, and options should librarians consider as we respond to these requests and evaluate these resources for our collections?

Suggestions and Solutions to Consider

From the Librarian Perspective

When considering responses to requests for these kinds of specialized resources, Orcutt suggests keeping “cool,” spelled “CUAL:”
• **Currency**: Does the resource need to be current, or would, for example, older data for which access might be more readily available or affordable be an option?

• **Uses**: Is the resource needed for the classroom? For an individual researcher? The number of access points needed can inform decisions about how to proceed.

• **Access**: Is mediated access an option, perhaps for a limited number of users? How will users know this resource is available to them? Can it be effectively represented in the catalog or on a guide? Can parallel access be offered to online students who may or may not be on campus?

• **Limitations**: Does the license have restrictions on access, for example, for academic use only or specific wording regarding password sharing, and how do you inform users of those terms? Could these limitations defeat the purpose of subscribing? To what extent do limitations on use and access impair user experience of the resource?

Ultimately, some resources may be too costly relative to their need not just in terms of price tag but in terms of staff time and space considerations, and “no” (with explanation) is the appropriate answer.

Beyond the above considerations, review of these kinds of resources presents a real opportunity for librarians and publishers/vendors to communicate regarding user needs. McCracken notes that his experience as a database provider informs his work as a librarian in electronic resources management, where he is in a position to provide specific suggestions to licensors regarding ways in which they can adjust their licenses to accommodate academic needs. For example, publishers/vendors might consider a shared e-resource understanding (SERU) agreement as an alternative to a complex license, or they might consider the LIBLICENSE model license.

McCracken notes that license challenges reflect legitimate limitations content providers feel are necessary for managing and protecting the intellectual property they are leasing to an institution and also that librarians need to understand and respect those limitations. However, he also notes that when we spot instances where businesses are forcing libraries to spend too much time implementing limitations that don’t provide them with any direct benefit, it makes sense to point these out and see if we can find ways to simplify the implementation of such electronic resources, serving all of us—the vendor, the librarians, and of course our patrons—better. Specifically, McCracken suggests we can:

- Help each other see logic. Complicated licenses help no one. Librarians need to be very clear about how much time will be spent on both sides trying to implement or agree upon points that really don’t matter that much or will have minimal impact.

- Be clear in librarian communications with vendors regarding what librarians want and vice versa.

- Start by implementing some assumptions. Licenses are not needed unless someone specifically asks for one. Why do you need a license? If it’s an annual subscription, and its cost is less than the cost of legal action to try and recover that cost, then maybe there’s no need at all. Basically, it comes down to an assumption that if one side is acting badly, the other side won’t renew or won’t offer a renewal the next time around.

- Both sides need to focus on the items that don’t fit into that model agreement. McCracken suggests that perhaps, at this point, the side requesting something different should be required to write a paragraph or two about why this point is so important to them.

**From the Vendor Perspective**

Rotenberg offers helpful perspectives from the publisher/vendor point of view and reiterates that at the core, vendors and buyers are not all that different, in that vendors want to ensure that they can provide the right resources to the right users at the right time—the fundamental principles of identity and access management.
Vendors should strive to provide flexibility in access models to support customers and be adaptive to changing market and customer needs. How data is accessed and made available is based on use case, product requirements, and licensing models.

Why offer so many options?

1. Legacy access models.
2. Casting the widest net for access (aka “the convenience factor”).
3. Recognizing that work is more often than not happening “off campus.”
4. Being mindful to address security or personally identifiable information (PII) concerns.
5. Supporting product features that require knowing who an individual is (e.g., setting citation alerts and saving materials to folders).
6. Geographic and country specific variations in data use policies and rights management.

Rotenberg reviewed the types of access models and product/data delivery mechanisms provided by Clarivate Analytics as a way to showcase the breadth of options vendors can make available, including (note: list is meant to be illustrative, not exhaustive):

- Legacy access models.
- Casting the widest net for access (aka “the convenience factor”).
- Recognizing that work is more often than not happening “off campus.”
- Being mindful to address security or personally identifiable information (PII) concerns.
- Supporting product features that require knowing who an individual is (e.g., setting citation alerts and saving materials to folders).
- Geographic and country specific variations in data use policies and rights management.

Rotenberg suggests that the take home message is communication. She recommends:

- Talking early! Librarians should approach discussion with a vendor as partner even if needs go outside of the “traditional agreement.” Ways to do this include going through a needs assessment exercise and really thinking about what is required from a resource at the present time and not just because it has always been done a certain way.
  - This includes librarians working not only with a sales representative, sales engineers, or others from the vendor organization but also pulling in colleagues in IT or other functional areas in your organization. In these conversations, each party should be clear about what they want and make sure everyone is aware of the options a vendor provides. You will not know if you don’t ask.
  - Vendors also should appreciate that one size doesn’t fit all, especially as there is increasingly crossover of products to “new consumers.” By way of example, products that have been historically sold to the business school at a university may now have interest by researchers in the economics department; however, their data usage needs are different. There needs to be flexibility to handle the differences in use, even if this means creating a new type of license agreement.

- Talking often!
  - Needs may change over the life of the agreement. If the product or the service supports other flavors of authentication, librarians need to talk to the vendor. This may be something that is already covered under a current agreement or a possible addendum to licensing terms. Librarians need to find out who contacts should be at the vendor for these types of questions.
  - Librarians need to inform vendors about access issues, and more specifically, vendors and librarians need to have updated contact information for technical contacts and, in the case of SSO, test credentials.

- Informing patrons about the access options librarians have chosen for resources and why it is important to not go outside these access options without further discussion.

Conclusion

While responding to requests for these specialized resources requires effort and time to evaluate options, our consensus is that there is potential for working collaboratively to provide access, and the key is communication. McCracken concludes by stating he expects we’ll always have outliers, like standalone machines for specific applications, but he
believes we all benefit from simplifying the purchase and implementation process. He thinks that if both sides request explanations for why the other needs some special license clause, or customized feature, or access limitation, we’ll find that not all of these requests will hold up under this scrutiny, and we’ll be able to cut out quite a few of them. In the end, a little pushback could save us all a lot of time.

<table>
<thead>
<tr>
<th>Data delivery mechanisms</th>
<th>Authorization and access models</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Web-based product access</td>
<td>• IP authentication</td>
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<tr>
<td>• Local installations</td>
<td>• Seat-based (“named user”) access, administrated by the customer or the vendor</td>
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<tr>
<td>• Federated (discovery) search services</td>
<td>• Username/password self-registration</td>
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<tr>
<td>• XML data feeds</td>
<td>• Federated identity (e.g., Shibboleth and OpenAthens) single sign on</td>
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<tr>
<td>• APIs</td>
<td>• VPN</td>
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<td>• FTP</td>
<td>• Proxy servers</td>
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<tr>
<td>• CDs</td>
<td>• Social login (e.g., Facebook, LinkedIn, and Google)</td>
</tr>
<tr>
<td></td>
<td>• Corporate identity (e.g., Pfizer and IBM) single sign on</td>
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</table>

**References**


Adding and Slashing Serials

Zebulin Evelhoch, Assistant Professor, Electronic Resources Librarian, James E. Brooks Library, Central Washington University

Abstract

During a time of stagnating budgets and rising journal costs, Central Washington University’s Brooks Library evaluated and added a popular print magazine collection and worked with faculty to eliminate redundant and low-use resources. The process of identifying the need, researching, evaluating, and gaining student input for popular magazines to be added to a recently opened coffee shop is addressed first. Secondly, the systematic approach the library used to identify journal titles received in multiple formats and low-use/high-cost resources then worked with faculty to change access models to realize a net savings is discussed. Throughout, insights are provided into the processes used to identify titles for possible elimination and the methods used to develop a popular magazine collection.

Adding a Popular Magazine Collection

Introduction

In January 2016, Central Washington University’s (CWU) James E. Brooks Library opened a coffee shop in the library. The coffee shop, named Jimmy B’s, is located on the first floor of the building in a fairly high-traffic area. Prior to the opening of Jimmy B’s, the Serials and Electronic Resources department realized this was an opportunity to reintroduce a popular magazine collection to the library. During previous budget reductions, all leisure magazines were discontinued. With Jimmy B’s creating a relaxing environment for students to take a break from studying, making popular, or leisure, magazines available provided a great avenue to potentially increase library usage and further improve the library as place on campus.

The initial idea of creating the popular magazine collection was put forward in the Serials and Electronic Resources strategic plan for fiscal year 2016 (July 1, 2015–June 30, 2016). The goal read “Provide a browsing collection of popular magazines, either in print or digitally” and included a number of milestones, such as gaining student input, evaluating costs, selecting a location, and preparing a proposal. It was soon determined that a print popular magazine collection would best serve our campus’ needs and create a traditional coffee shop feel at Jimmy B’s.

Process

Identifying titles to include was a three-part process. The first step involved completing a literature review of magazines that are popular with college students. As there was not much scholarly research done in this area, general resources were used to gather this information. Next, feedback from students was collected using a whiteboard placed in the entryway of the library. The whiteboard is often in the entryway and is used to gain student feedback on a variety of topics. The question posed to students on popular magazine titles was “What popular magazines should The Brooks Library subscribe to?” This question was left up for just over a week, when a student worker from Serials and Electronic Resources recorded the responses.

The responses from the whiteboard survey were correlated with the list of titles gathered from the literature review. There were some titles suggested on the whiteboard survey that were already part of the collection, such as National Geographic, which informed us that better promotion of currently available materials was needed. After comparing the survey results with the literature review, a list with titles appearing on both was developed. Using this list, an online survey was created using Qualtrics, a survey platform subscribed to by CWU. A couple titles that were not mentioned by students in the whiteboard survey but found in the literature review were included in the Qualtrics as they were generally popular or broad titles, such as The Week. The online survey listed 12 titles and asked students to select which titles they would read and/or browse if they were available at the Brooks Library (Figure 1). Students were able to select as many titles as desired. There was an additional question where students could enter titles not on the list they would like to see at the Brooks Library. A link to the survey was posted on the Brooks Library’s homepage and on social media sites for the Library.
After the online survey closed, with 15 responses, a list of titles was created based on the results of the literature review, whiteboard survey, and online survey. Titles were included based on their presence on both surveys, as they provided direct student feedback, and to a lesser extent in the literature review. No titles were included that were not listed on either student survey. Lastly, titles were included only if they were available through EBSCO, CWU’s serials subscription agent. This choice was made as it would create the least burden on staff by having all titles ordered through one vendor and would thus streamline the ordering, billing, and claiming process. The impact from this decision was minimal, with alternative titles often available through EBSCO. ESPN Magazine, for example, is not available, while Sports Illustrated is. The list identified from the two surveys and literature review included the following titles:
After the list of identified titles was created, pricing for each title was obtained from EBSCONET, and a proposal was created and taken to the collection management and development committee. The proposal included recommended titles, subscription intervals, pricing, and the number of times identified on each survey. The proposal was for the cost to come from the serials and electronic resources budget, with some possible future funds provided from revenue from Jimmy B’s. There was some debate on certain titles on the list, mainly focused on women’s magazines, with some committee members opposed to specific titles due to their content and/or images. In the end, all titles were approved on the basis that the library does not censor materials, and all included titles were identified through two rounds of surveys that showed student interest in them in addition to their presence in a general literature review. The location for the popular magazine collection at Jimmy B’s was briefly discussed and approved, though without specifics.

During the committee discussion, it was noted that the titles did not fully represent the diversity of CWU’s student population, and it would be valuable to have a more inclusive collection. The committee approved the proposed title list as is, with the direction that two committee members would explore additional magazines that would be relatable to diverse and underrepresented populations and groups on campus.

The initial proposed title list was taken to Library Council, the Brooks Library’s main committee, for approval. The proposal passed with limited discussion, and the dean announced that funds for the initial year of the popular magazine collection would be provided by the library administration. The serials and electronic resources department was instructed to work with the Jimmy B’s staff on an appropriate location for the magazines.

The committee members tasked with identifying diverse titles to include in the collection performed an additional literature review focused on titles for diverse and underrepresented student populations and reached out to various campus groups that are associated with underrepresented populations. As no diverse titles were listed on either the whiteboard or online survey, it was necessary for library staff to use their professional collection development judgement, with the limited feedback received from campus groups to create a second title list. This list was shared with the Serials and Electronic Resources department so they could determine which titles were available through EBSCO and the pricing for each title. A list was created with the following titles:

- Alma Magazine
- Azizah
- Ebony
- Islamic Horizons
- News from Indian Country
- Out

This list was taken to both the Collection Management and Development Committee and Library Council, where it was approved for inclusion in Jimmy B’s popular magazine collection. All 17 approved titles from both lists were ordered, at a cost of just under $900 per year. Additionally, serials and electronic resources staff met with Jimmy B’s staff to identify a location for the popular magazines upon their arrival. It was determined that a three-sided rotating wire mesh display rack would be ordered for the magazines so that their location at Jimmy B’s could easily be moved in the future. The wire mesh was chosen as it would allow library users to easily see what magazines are available.

Display and Assessment

With the arrival of each issue, it is barcoded and received in Ex Libris Alma, consistent with all serial titles. All titles are for in-library use only and receive a bright yellow sticker that states “Library Use Only.” A separate collection for Jimmy B’s was created for the collection to allow for easy tracking of use, expenses, and discovery of the titles. Furthermore, predictive check-in for each title was set up in Alma so staff could easily identify and claim missing issues. The most recent four issues of each title are made available at Jimmy B’s, with older issues being moved to a display shelf in the Serials area.
Quarterly, the oldest issues are gathered from the serials display shelf and given to the Art Department. This process provides library users with two areas of the library to find and enjoy popular magazines, and through sharing older issues with the Art Department, the library has the opportunity to collaborate with another department as well as provide an additional use for old magazines instead of the recycling bin.

As all titles are barcoded, they are evaluated for use. Near the rotating display rack, there is a “return here” box. Any titles placed here or left on nearby tables are scanned by the circulation staff for in-house use. Issues available in the Serials department are treated similarly, which allows for the Serials and Electronic Resources department to evaluate the use of the collection. As magazines only began arriving in late spring, just before the end of the academic year, currently there is limited usage data available, of which we estimate to be rather low due to many users returning the magazines to the display rack themselves when finished. Once data is available for use throughout an academic year, we will be able to more accurately evaluate the usage of titles in the Jimmy B’s collection and determine if any changes are needed.

**Collection Evaluation**

**Introduction**

Throughout the period the popular magazine proposal was brought forward, the entire Serials and Electronic Resources budget was evaluated for cost-savings opportunities. This was done in response to subscription costs rising at unsustainable rates, stagnating university budgets, and the desire to have funds available to explore adding new resources, such as the popular magazine collection. A systematic approach based on usage data and title overlap was used to identify possible titles for deselection.

**Print Serials Review**

The review of the Serials and Electronic Resources collection began with examining usage statistics of print journals, as well as the availability of each print title in digital format. The most striking part of the collection evaluation was the number of print titles with duplicated formats. Many print titles were also available in digital format, with a small number also obtained in microfilm. Of the serials titles received in print at the time of evaluation, just under half were already subscribed to digitally. Based on the extremely low usage of the print serials collection, a proposal was developed that all titles that were already subscribed to digitally should be discontinued in print. This list included prominent titles such as *Science*, *Nature*, and microfilm versions of *The Chronicle of Higher Education*, *Wall Street Journal*, and some local newspapers.

The proposal for cutting individual print titles included their usage for just over one year. This time frame was used, as in December 2014, CWU migrated to Ex Libris Alma, and past usage data was not always available. The data still provided a significant overview of usage to assist in the evaluation. Additionally, as the proposal was not to eliminate any of these titles but simply to discontinue one format, it was hoped that there would be minimal resistance. In addition to the usage data, the proposal included the current price paid for both the print and online versions, the estimated cost savings of moving to online only, the usage of the online titles, and the availability of the title online. This was valuable to show if perpetual access was available, and what date ranges for each title would be available online.

During the review of print titles also available online, the entire print collection was evaluated for online availability. Some print titles were not available as online subscriptions, and while some were found available in general databases, the availability was not considered stable enough to propose discontinuing the print. There was a small amount of titles identified that could be moved online, though this process would create a net cost, not a net savings. Based on anecdotal comments from numerous exchanges with faculty and staff, digital is the preferred format due to its 24/7 availability and user-friendliness. Therefore, using some of the cost savings from discontinuing duplicate formats, a proposal was developed to move a small number of print only titles to digital only. This proposal also included evaluating similar titles, such as *The New England Journal of Medicine* and *The Journal of the American Medical Association*, and determining if both titles were needed. The proposal brought forward included moving only *The Journal of the American Medical Association* online, while entirely canceling *The New England Journal of Medicine*. This cancellation also assisted in offsetting some higher costs of digital subscriptions over print subscriptions.
Electronic Resources Review

COUNTER usage statistics for individually subscribed journal titles and usage for databases were examined to identify any low-use and/or high-cost-per-use titles. This process used usage statistics from Ex Libris USTAT and EBSCO Usage Consolidation, a service that was identified to be eliminated due to it duplicating the functionality of USTAT, and involved looking at overall usage and cost per use. The proposal for electronic resources included usage data for up to four years (or the usage data available), cost, cost per use for that time period, and if the title was also currently available elsewhere in CWU’s holdings. Only titles with extremely low usage, from zero to 10 uses per year, and titles with a cost per use of over $25/use were included in the proposal. These numbers were selected as the titles included would represent a significant cost savings, though without eliminating a large number of titles. Titles that were on the border were often included, while some titles that were over $25/use were removed as they did see significant use, as their subscription price was high enough to put them over the cost per use threshold.

Proposal and Feedback

These proposals were brought to library faculty meetings for discussion. At this point, the discussion was based on if specific items should be brought to individual departments for consideration or not. A small number of titles were removed from the list due to significance in the field. One additional, relatively new database was removed to allow more time for promotion of the resource to see if usage could be increased. After a consensus on titles was reached by library faculty, each librarian was responsible for contacting their liaison department representatives regarding titles proposed for cancellation. It was up to each liaison how much information they shared and how, though a sample draft e-mail with an explanation for the proposed reductions was shared. Most information was shared via e-mail, though all liaisons also offered to meet in person or attend department meetings to present the proposals.

Some departments were receptive and quickly agreed to the proposals. Other departments asked for additional information, statistics, or further rationale for the changes. Some departments did not respond at all. For departments that were unresponsive, several e-mails were sent to the department representative to the library, then additional e-mails were sent to the department chair. For the very limited departments that still did not respond, a final e-mail was sent stating that if no response was received the proposal would move forward. There was also very limited, though strong, resistance to any changes, which required additional exchanges and meetings. At each step, library faculty offered as much information as possible and continuously offered to attend department meetings to provide more details. In the end, the library worked with apprehensive departments on title swaps instead of cancellations. While the library did not generally see substantial cost savings with these, we were happy to spend funds on titles that may see some usage, instead of continuing to subscribe to titles with consistently little to no usage.

Conclusion

Changes to collections, both additions and cancellations, can encounter resistance and be difficult to implement. The Brooks Library was able to provide a popular magazine collection in conjunction with a recently opened coffee shop through gaining student input and developing a browsing collection to meet their general interests. Canceling titles was more complicated and less fun. From this process, we learned to start early, have more data than you think you need, and be prepared to negotiate with hesitant departments. Having departments take ownership of low-usage titles through them developing proposals for title exchanges or maintaining low-use titles allowed for creating their buy-in to developing a sustainable collection for moving forward. This also allowed the library to become a partner with the departments on ways to increase usage, while also providing a venue to say that if usage doesn’t increase in the coming year resources will be canceled. Overall, both processes were productive, informative, and allowed us to interact with additional groups on campus while creating a more sustainable, user friendly, and curriculum-centered collection.
From the Concept to Results: A Case Study on the Collection Development for the ODC–Opening Day Collection at Qatar National Library

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Katarzyna Helena Dudek, Acquisitions Librarian, Qatar National Library

Abstract

"A library collection should fit the mission for which it is created. The number of books it holds does not determine its worth." (E. J. Loveland, 2000)

If so, how do we create a national library, and how do we build its collection from scratch without making many mistakes? Since 2012, when the plans for the new national library were announced, Qatar National Library (QNL) envisioned as carrying out its mission to "spread knowledge, nurture imagination, cultivate creativity, and preserve the nation’s heritage for future generations" through three functions: National library, university and research library, and a metropolitan public library.

This presentation will focus on the 3 years’ experience of selection, acquisition, and processing of library materials, in a perspective of achieving the opening day collection. We would like to share a preliminary outcome of building a library collection in Arabic, English, and other languages in record time; facing challenges in negotiations (long-term vendors and single sources), logistics (building a library collection without a building), and business culture (visions, working style in a Middle East business culture/context). We will talk about our various acquisition methods (i.e., blanket and firm orders, donations, gifts and exchanges, spot purchases from book fairs, and personal contacts), highlighting both the challenges and the rewards. General statistics and timelines will be provided to elucidate the intended target and achievements to date. The systems used to support this mission are also highlighted with details enough but not to compromise aspects necessary for future significant milestone reports of QNL. It is expected that the QNL acquisitions program will more than meet its intended targets for the ODC.

Attendees should come away with an understanding of the issues and the processes related to the acquisitions of international materials. In addition, we hope to generate a discussion with the audience about alternative experiences and processes in creating a library collection from the scratch.

Introduction

Qatar: An overview.

The state of Qatar is a small (11,627 km²) sovereign country located in Southwest Asia, occupying the Qatar Peninsula on the northeastern coast of the Arabian Peninsula with the capital in Doha. Its sole land border is with Saudi Arabia to the south, with the rest of its territory surrounded by the Gulf (Figure 1).

Qatar is a member of the Arab League, United Nations, and many international and regional organizations. The official language is Arabic, but English is widely spoken, and other Asian and European languages are also used. Until its independence on September 3, 1971, the state of...
Qatar was the British protectorate but ruled by the House of Thani since the early 19th century. Since 1995 when Emir Hamad Bin Khalifa Al-Thani assumed power, Qatar has started to develop rapidly within its governmental institutions, land infrastructure, technology, and education. Due to huge projects (e.g., preparation to host the 2022 FIFA World Cup) involving the need for large-scale migration of a foreign labor force, Qatar has noticed a fast rise in population (Figures 2 and 3).

**Figure 2. Qatar population coverage by gender.**

Qatar's population growth in %

<table>
<thead>
<tr>
<th>Year</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>1986</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016</td>
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</table>

**Figure 3. Qatar population coverage by nationality.**

Nationalities in the state of Qatar in 2016 in %

<table>
<thead>
<tr>
<th>Nationality</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Non-Qataris</td>
<td></td>
</tr>
<tr>
<td>Qataris</td>
<td></td>
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Society and Education

In June 2013, Sheikh Hamad was succeeded by his son Sheikh Tamim bin Hamad Al-Thani, who continued to improve the domestic welfare of citizens in Qatar through the establishment of advanced health care and education systems as well as expansion of the country’s infrastructure. One of the pillars of the Qatar National Vision 2030 aims to make the country a self-sufficient, sustainable economy with highly developed human capital (General Secretariat for Development, 2015) is to support education. To meet this goal, the government of Qatar establish a program of increasing the number of educational facilities such as nurseries, schools, colleges, and universities. Since 1956, when formal education in the state of Qatar began, primary education is obligatory for every child and free in public schools. Education in Qatar is diverse, with schools that follow the curricula of different international systems as well as Arab communities (Egyptian and Jordanian). There are approximately 338 international schools in the country. The country’s national university is Qatar University, founded as a teachers’ college in 1973. Several American universities have opened satellite campuses in the country, including Cornell University, Weill Medical College, Carnegie Mellon University, Georgetown University, Virginia Commonwealth University, Northwestern University in Qatar, and Texas A&M University. They all have campuses in Education City. Universities from Canada include College of the North Atlantic-Qatar and the University of Calgary-Qatar. Outside Education City, there is a branch of Dutch Stenden University in Qatar, University College London, and HEC Paris. On top of that, Qatar Faculty of Islamic Studies is the graduate school and international center of excellence in Islamic studies that is under the umbrella of Hamad Bin Khalifa University, a member of Qatar Foundation.

**Libraries in Qatar**

Supporting Qatar in its development from a carbon-based to a knowledge-based economy by unlocking human potential (Qatar Foundation, 2014) is the mandate of the Qatar Foundation, a semiprivate nonprofit and one of the most advanced organizations in the region, the parent of Qatar National Library (Lux, 2014). Qatar Foundation (QF) was founded in 1995 by His Highness Sheikh Hamad bin Khalifa Al-Thani, the Father Emir, who shared his vision with Her Highness Sheikha Moza bint Nasser, chairperson of Qatar Foundation.

The first core of the QF is developing through improving education in the country, establishing new schools, and supporting graduate programs at colleges and universities to build a workforce with high qualifications at international levels. For the
second core mission, QF runs a large research department and a science park with future plans to employ more researchers during following years. Higher education and research need access to international information and the development of a national knowledge base. Investing in research and community development is an important part of the new Qatar National Library, and one of its designated roles is to provide access to knowledge. The Qatar Foundation project started with Education City, which is the heart of six universities invited by QF from the United States. Those branch universities (Weill Medical College, Carnegie Mellon University, Georgetown University, Virginia Commonwealth University, Northwestern University, and Texas A&M University) together with Qatar University provide a variety of library collections, programs, and services. Apart from academic libraries inside and outside Qatar Foundation, there are also government libraries (established by the Ministries and some foreign embassies), school libraries (Ministry of Education and Higher Education Qatar report 2014-2015), special libraries (museums, hospitals, army, and special collections) and public libraries. Public libraries are established in all the major cities in Qatar, including Al-Khor, Al-Shamal, Al-Wakra, and Doha.

Qatar National Library (QNL)

Project

QNL started as a project of the Qatar Foundation as a central library to serve the QF community. In April 2012, the project was renamed Qatar National Library and was assigned three functions: National library, university and research library, and metropolitan public library of the digital age (Medawar & Tabet, 2016). The official Qatar National Library announcement ceremony took place on November 19, 2012, led by Her Highness Sheikha Moza bint Nasser in the presence of the Minister of Culture, Arts, and Heritage. For the library building project (Figure 4), Her Highness Sheikha Moza, Chairperson of Qatar Foundation, chose a spectacular modern design of renowned architect, Rem Koolhaas.

The concept of his design was to provide unprecedented immediate access to books, a reactionary approach to re-empower books as the primary medium of education and information in the age of digital technology. The new Qatar National Library building will have an area of 45,000 square meters and will be constructed as one big room with three main terraces on which the bays will be placed along the general collection for academics and the materials for the general public. The 120-meter bridge will lead library users to the conference hall, the multimedia room, and study carrels (Figure 5).

Figure 4. QNL building, Doha, Qatar [architectural rendering].

Figure 5. Views on to the bridge inside of the QNL building [architectural renderings].

In the center of the building there will be an architectural feature in the shape of an archeological site with shelves filled with the heritage collection of Qatar National Library. The library will offer state-of-the-art facilities, technologies, and services that any Qatar resident may use. Included in the library will be public computer workstations, digital media production facilities, a variety of collaborative and individual learning spaces, a large children’s library, performance spaces, a café, and more. A book transport system will help to take the books up into the height of the terraces, but additional space for the collection is offered by compact shelves in the basement. This book transport system is going to be connected to the radio frequency identification (RFID) system that will allow complete self-service
for check-in and check-out of library materials. The building is located in Education City between four of the American universities, close to the student center, Oxygen Park from one side and open to the main street and the future metro station from the other side (Figure 6).

![Figure 6. External facade of the QNL building (photo by K. Dudek, Dec 2015).](image)

Although the new building is not yet open for the public, the Qatar National Library is already open digitally. It provides free access to its online resources for everyone who lives in the State of Qatar. The digital library is very important in Qatar, where the percentage of individuals using the Internet was 91.5%, which was ranked 12th in the world in 2014 (The State of Broadband 2015: Broadband as a Foundation for Sustainable Development).

**Mission and Structure**

The Qatar National Library is an exceptional example of a first fully integrated library that started from scratch. While combining three library functions in one—the national library, the university and research library, and the metropolitan public library—Qatar National Library will have all national library functions defined by UNESCO: Legal deposit, national bibliography, ISBN center, special collection of heritage material, and an international research collection. The decision of library management is not to separate the material from the different library types inside the library but to provide a fully integrated collection of research, popular nonfiction, and fiction. Free access to all levels of library material and one classification on one shelf will give everyone a choice and will enhance library experience and usage (Lux, 2014). The integrated collection will show and educate people to the possibilities they have, which they might have missed because of a distinct collection arrangement (Figure 7).

![Figure 7. Collection display in the QNL (architectural rendering).](image)

Qatar National Library will have the function of the central university library, focusing on the faculty and students of the Education City universities, but it will also serve higher education in the country. To support all level of education in the country, QNL has already started to work closely with school librarians and develop programs and activities for children and teens with their support. By providing access to international databases for scientific books and journals in all research entities in the country as well as public libraries, QNL establishes a national reference center concentrated on a unified service with diverse content for the user. To work together with all public libraries, QNL plans to develop a modern public library network in Qatar.

**Collections and Services in QNL**

All users who join the Qatar National Library may access numerous databases, scientific e-books, standards, and e-journals with one access code. Already registered patrons (20,911 QNL registered users as of April 9, 2016) may use the online public access catalog (OPAC) of the Sierra library system or go directly to the specific database.

The mission of the Qatar National Library is to spread knowledge, nurture imagination, cultivate creativity, and preserve the nation’s heritage for the future.
Most of the material is in English and other European languages, but the number of accessible Arabic databases is still growing. A selected part of important heritage material from the library is accessible through the World Digital Library (WDL) and Qatar Digital Library (QDL), and the digital collection of manuscripts and maps can be accessed also through the library OPAC. The heritage collection of print materials comprises more than 2,400 manuscripts, hundreds of historical maps, and many rare and valuable books printed between the 15th and 20th centuries before Qatar became independent in 1971 (Lux, 2014). This heritage collection will be placed in the heart of the new library building to emphasize the role of preserving the nation’s heritage for the future. To excite people to share news about the new Qatar National Library, librarians have started to provide special services and many active monthly programs for the Qatar community such as book club meetings in English and Arabic, reading activities for children and teens (e.g., baby reading, summer reading, and reading championships for students), book discussions, and database training. Librarians are trying to reach Qatar’s diverse society and meet their life-long learning and informational needs.

Strategic Plan

To establish a new library that integrates research, national, and public library functions from a scratch is an extremely challenging project. Moreover, to build knowledge capacity for a society in a rapidly changing environment where information technology is developing with high speed and different formats to fulfill the Qatar National Vision 2030 is even more demanding. To achieve this goal, QNL is focusing on the special and general interests of male and female Qataris as well as expatriates from different language communities and cultures. To get to know all needs, librarians must communicate with the society by promoting the knowledge about the Qatar National Library, developing the network of libraries in the country, and collecting all legal deposits of Qatar and research output of Qatari researchers from all over the world. To ensure this development, QNL needs to provide library services to research and education institutions in the country through the purchase of national license of databases needed, as well as keep up-to-date about new digital resources from around the world in all fields and monitor already purchased database usage. To fulfill all the points, QNL needs to build a highly qualified, specialized, and subject-oriented collection staff, which is going to raise awareness about the role of library and its programs, as well as to understand and preserve the nation’s heritage.

Acquisitions in QNL—Background

Prior to the announcement for the QNL, a lot of background work and negotiation on strategic sourcing had been undertaken, but there were sporadic purchases of a single-source nature, especially from the antique book dealers who were offering collections that were suitable for the existing Heritage Library, so the negotiations and tenders progressed to signing stages. We need to add that for the first contract signed in early 2013 it took nearly 3 years from start to signatures. This contract was for mainly academic English language materials. For the sake of confidentiality, we will call this Vendor A. The second major contract was signed in December 2013, and this was for the nonacademic public library, children and young adult materials, again mainly English language materials. Again, for the sake of confidentiality, we will call this Vendor B. Other sourcing of materials has been based on specific individual collection purchases through heritage antiquarian dealers and Arabic single-source vendors as well as attendance at local and regional book fairs. This category we will refer to as Vendor C.

The items supplied in this category consists of some of the finest items in the areas of first editions, early printed books, bindings, illustrated books, literature, manuscripts, and maps as well as licensed content for digital resources.

Materials and Vendors—Purchases and Resources

Both Vendors A and B are very well established and have been in the market for a very long time, but they have operated in markets that are very traditional library supplier oriented and well informed of the business practices and setup. For Vendor A, the options included using profiles for the approval plan materials, and the setting up of the profiles was undertaken by the QNL staff in conjunction with the collection development specialist from the vendor,
who took considerable time refining the profiles and answering several questions as well as ensuring that appropriate controls were in place to prevent undesirable titles being supplied. The second option was the firm orders selections reliant on the titles database provided by the vendor, which is flexible to allow for addition of desired titles/items not yet included in the vendor database.

As for Vendor B, the one option chosen was for firm ordering based on subject selection lists generated through the vendor’s collection development section. These lists were then vetted by the QNL selection staff and refined ready for load onto the vendor’s database in QNL’s account. On some lists, QNL selectors added/deleted titles, and on other lists, the vendor made the final determination of selection in consultation with QNL Acquisitions. QNL acquisitions section then used these lists to complete the massive ordering and acquiring of the titles as identified (see sample of a day’s volume of orders for vendor B in Figure 8).

<table>
<thead>
<tr>
<th>Collection/Subject</th>
<th>Number of Titles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthropology</td>
<td>197</td>
</tr>
<tr>
<td>Biology</td>
<td>50</td>
</tr>
<tr>
<td>Botany</td>
<td>11</td>
</tr>
<tr>
<td>Business</td>
<td>282</td>
</tr>
<tr>
<td>Chemistry</td>
<td>17</td>
</tr>
<tr>
<td>Economics</td>
<td>112</td>
</tr>
<tr>
<td>Education</td>
<td>555</td>
</tr>
<tr>
<td>Geography</td>
<td>25</td>
</tr>
<tr>
<td>Geology</td>
<td>11</td>
</tr>
<tr>
<td>History</td>
<td>1,081</td>
</tr>
<tr>
<td>Home Economics</td>
<td>463</td>
</tr>
<tr>
<td>Juvenile Fiction</td>
<td>10</td>
</tr>
<tr>
<td>Languages</td>
<td>65</td>
</tr>
<tr>
<td>Literature</td>
<td>768</td>
</tr>
<tr>
<td>Medicine</td>
<td>397</td>
</tr>
<tr>
<td>Political Science</td>
<td>201</td>
</tr>
<tr>
<td>Psychology</td>
<td>236</td>
</tr>
<tr>
<td>Recreation</td>
<td>78</td>
</tr>
<tr>
<td>Sociology</td>
<td>453</td>
</tr>
<tr>
<td>Social Science General</td>
<td>10</td>
</tr>
<tr>
<td>Zoology</td>
<td>14</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,018</strong></td>
</tr>
</tbody>
</table>

Figure 8. Volume of single-day ordering transaction to Vendor B.

For vendors under category C, it has involved careful selection either on the spot at the book fairs or in book shops as well as using auctioneers and presentations from private and antiquarian dealers. For the databases and electronic resources, there has been very careful selection, negotiation, and approval process prior to licensing and then access to the resources. The QNL has focused on providing access to electronic resources at the national level as much as possible, and while the state-of-the-art building has been under construction, the library has provided services through the licensing of an extensive suite of electronic resources.

**Implementation and Workflow—Hands on Deck**

Overall, the contract between vendors in categories A/B and QNL worked very well. In the beginning, there was a lot of setup work that needed to be done to establish interfacing between vendor systems, technical specifications, and account configuration. QNL and vendor staff devoted a lot of time to setting up these configurations, and there were obstacles and challenges that caused some delays, but both QNL Acquisitions, Procurement, and Finance worked through these issues and completed the work and, as a result, have established some very automated and smooth processes. The efficiencies that QNL developed were very important considering the enormous volume of orders that needed to be selected, ordered, and invoiced. These successes would not have been possible without a good partnership between the two sides and knowledgeable, professional staff. The expected outcomes can be summed up as shelf-ready materials and the process involving:

- Electronic selection (for firm orders or profile based)
- Electronic ordering
- MARC-formatted export or confirmation records
- Electronic order responses/status reports
- Electronic invoicing
- Cataloging records
- Physical processing
  - Binding and strengthening
  - Property stamps
RFID tags/barcodes

Theft detection

Spine labels

Mylar covers

**Titles selections for both approval and firm orders.** This worked very well. The profiles and the subject specifications were effective at choosing the right books for the QNL collection. There were few instances where the book chosen was not right for the collection and had to be rejected. Also, the vendors effectively adjusted the profile to fit the budget each year, ensuring that the size of the budget was not exceeded or left unused.

**Orders receipts and management.** This worked smoothly also except when Vendors A and B received orders for collections outside the profiles, accounts, or other libraries supported by Qatar Foundation. In the beginning, both vendors were not aware there would be orders for other libraries using other funds of QF. These caused some confusion initially but was eventually understood and made clear. These kinds of orders often required exceptional treatment, and rather than the resources being stored to await the bulk shipment to Doha, they had to be couriered, which meant treating them as exceptions, but these issues were sorted out and fixed.

**Documentation—Invoices and accounts; receipts and payments.** The existence of so many subaccounts and item codes should have been discussed and clearly understood by the library staff and vendor staff from the beginning of the contract implementation. An extensive discussion about the various subaccounts, item codes, and their purpose would have been very helpful. Because this did not happen, there were some delays in placing some orders until all this became clear. This also applied to the invoicing. Initial invoices did not meet Finance criteria as they lacked the items codes required by Finance and indicated on the contracts. This helps Finance track the types of resources supplied and their value, discounts, and possible rebates as per contract agreement. This meant that initial contract payments from QNL to the vendors were made long after the established payment terms. This occurred because new processes were being established for cross-checking orders with invoices and for approving invoices. Also, there were variations on interpretation of the terms of payment. While the vendors interpreted the data due from the dates on the invoices, the QNL finance department counted the date due from the time the invoice was released to their department. These requirements were not known beforehand. At times, the outstanding balances owed were high and a matter of great concern to vendors’ finance staff, and both QNL Acquisitions and Finance had to respond to various correspondences on payments. In the future, we hope to focus on this area and have further discussion on the payment processes and requirements to avoid these delays and ensure both sides are aware of requirements. As the contracts progressed, however, payments were much timelier, and this issue mostly disappeared.

**Shelf ready—the technical specification.** The only issue here was the slow response and delivery times from the RFID company. When Vendor A and QNL staff were working to process and invoice all the books before the end of the fiscal year, the goals were almost not achieved because of late availability of RFID tags. Some of the RFID tags delivered did not have the ownership logos, which led to a makeshift arrangement to purchase rubber stamp logos used to supplement the requirement, which required manual placement of ownership logos. At the time of preparation of this presentation, there is testing of the automatic book sorter, circulation system, and the security gates for compatibility especially with the RFID tags. Every large undertaking involves a significant amount of planning, and this is no exception.

**Language of the collection.** As shown in the following table, a significant portion of the collection is already in the Arabic language, with a concerted effort being put into greatly enhancing the proportion of Arabic language resources in the collection.

**Arabic collection overview.** While it was easy to conduct a comparative analysis between QNL’s English collection with some other libraries, it is rather complicated to do the same with the Arabic collection for many reasons. It may also require a lot of time and effort. The lack of Arabic aggregators with good services like those of large English language suppliers such as Yankee Book Peddler (YBP), Ingram, or Coutts-ProQuest in the region, make it challenging to source shelf ready Arabic collections. This is why a significant total of the Arabic books are still being cataloged in house.
It might also be worth mentioning that the volume of Arabic publishing is low and considered to be around 15,000 new titles (annually). This is exclusive of reprints of existing titles, which is common. A significant purchasing of Arabic books has been through the book fairs where on average books are comparatively cheaper.

Expectations, outcomes, solutions, opportunities, and looking forward. In the paper written for 2011 Charleston conference (Owino, 2011), the following observation was made: The acquisition business faces considerable challenge as the newly established library has to work within the corporate culture and the procedures of an established company with specific sets of norms. To develop a collection to meet the teaching, learning, and research needs of a nation and several competing establishments is always going to be a challenge. There needed to be:

- A learning process for the librarians coming from various parts of the world to appreciate why specific corporate rules and regulations exist and are (sometimes) different from the way libraries elsewhere operate as well as an opportunity for these librarians and management to explore why procedures need to be adjusted to lead to provision of better services.

- Trust needed to be developed between the librarians and the management, procurement, and finance officers. For example, when the finance team insisted on having item codes included in the invoice lines, it seemed unnecessary to the incoming librarians, but this was a necessary component in obtaining data for future rebate calculations.

- Reputations needed protecting and credibility established and enhanced, leading to reduction of doubts on librarians’ intentions, strengthening justification as to why alternative methods of performance were necessary.

- Process improvement initiatives resulting in introducing different ways of carrying out processes, cutting out redundant steps, and empowering the librarians to work effectively to maximize efficiencies. The fact that the new QNL building was some time from completion led to a consideration of the temporary storage both locally and overseas, where both Vendors A and B provided storage facilities offshore (at a fee) plus insurance for the resources acquired by QNL.

- Library technical services operations tend to require significant space outlays. The QNL space is provided two significantly large villas, famously referred to as Villa E & Villa G. This is where the offices of the technical service director and two out of the three sections are located (Figures 9 and 10).

Figure 9. Temporary QNL offices in villas.
Figure 10. Acquisition and cataloging department offices.

A revolving amount of incoming resources for receipt and processing as well as outgoing amount of resources to QF central storage is handled through this location. This central storage location came on board late 2015 for all of Qatar Foundation institutions, and QNL has been able to make a significant use of the state-of-the-art storage facility. Several large containers of books on several pallets were shipped at various agreed times. Flexible customs and other routine clearances made promptly have enabled the convenient delivery and storage of the books that were awaiting the move to the new QNL Library building. At all times, the location of the materials was tracked as being in overseas storage or as now in local Doha storage. As the move occurs, the materials will be cross checked for accuracy of supply. As the saying goes, “the taste of the pudding is in the eating,” so we expect all titles purchased to be among the currently stored items.

Conclusion

Though librarians in Qatar have already started to create awareness actively (e.g., throughout a broad range of educational and instructional programs and services that focus on information literacy, early literacy, research skills, and using digital resources) about the role of libraries in society, there is still a lot of work to be done to promote libraries in Qatar as centers of global information and knowledge about the country and the region. One of the biggest challenges is to change user’s perception about the role of the library, which can be done, for example, by marketing library services and collections, staying informed and proficient with new technologies to guide users to get better research results, building a country network of libraries by cooperating with existing libraries. The first step has been done; the Library and Information Association Forum in Qatar was created in October 2015, and the future ones (consortia, partnerships, and interlibrary loan services) are underway. For the Qatar National Library, the opening day collection will be the big test because of its mission and three functions (national, research, and metropolitan library). QNL needs to provide access to international information and knowledge and develop a national knowledge base. This cannot be accomplished without building a library collection that fulfills needs of the Qatar National Library future users, so the last 3 years have been very challenging for the QNL (Figure 11):

The opening day collection project has been a complete success. At the time of this writing, we have met the target set and doubled the amount when both Arabic and English language materials are factored in. The success is attributed to the provision of financial and human resources and the management support to see this project successfully accomplished.

Table 2. ODC selective data summary.

<table>
<thead>
<tr>
<th></th>
<th>Overall totals</th>
<th>May to June 30, 2013</th>
<th>July 1, 2013, to June 30, 2014</th>
<th>July 1, 2014, to June 30, 2015</th>
<th>From July 1, 2015, onwards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Units</td>
<td>166,553</td>
<td>73</td>
<td>106,344</td>
<td>25,606</td>
<td>34,530</td>
</tr>
<tr>
<td>Nonacademic Units</td>
<td>483,199</td>
<td>n/a</td>
<td>83,771</td>
<td>314,766</td>
<td>84,662</td>
</tr>
</tbody>
</table>
Figure 11. Opening Day Collection (ODC) selective data summary part 2.

References


1 Source: https://en.wikipedia.org/wiki/Qatar

2 From 369,079 habitants (33% females, 67% males) in 1986, through 1,699,435 (24% females, 76% males) in 2010, to reach 2,326,464 (21% females, 79% males) habitants in 31 July 31, 2016, where only 13% of the total number represent Qatari nationals (source: www.mdps.gov.qa).

3 First published July 2008 to build a country “in which nature and man are in harmony,” Qatar National Vision 2030.

4 Four pillars of Qatar National Vision 2030 are: human development, social development, economic development, and environmental development. In: Qatar National Vision 2030.


6 “Qatar’s population needs to become fully information literate, easily find the information it needs, and have unrestricted access to knowledge and world literature.” In: QNL strategic plan 2012–2017.

7 Educational programs and services at Qatar National Library such as book clubs, language-learning classes, musical events, and craft workshops, as well as events for children and their families, such as storytelling, crafts, and science exhibits.
Implications of BIBFRAME and Linked Data for Libraries and Publishers

Michele Casalini, CEO, Casalini Libri

Abstract

This article considers the current situation of transition from the machine-readable cataloging (MARC) formats to the Bibliographic Framework Initiative (BIBFRAME) data model, and the further step to organize and publish catalog information in the emerging linked data technology. The definition and development of new tools to realize the required changes are discussed and an outline provided of the steps being taken by Casalini Libri to ensure the compliance of its bibliographical production and services with the new standards and offer assistance to libraries and publishers in their implementation.

BIBFRAME and Linked Data

The emerging BIBFRAME data model for the future evolvement of bibliographic formats is currently the subject of discussion and development within the library community. The new framework is intended to open up the possibilities of linked data to libraries, archives, and museums, providing greater visibility and discoverability for the resources they hold and making bibliographic information more flexible and accessible to end users across the web, rather than just library patrons. Many organizations are beginning to experiment with this framework and develop new workflow and business models to respond to the changing needs of the library world. This paper focuses on the efforts of Casalini Libri, a bibliographic agency, specialist vendor of European publications, and aggregator of digital content, to explore how BIBFRAME resources can be created and delivered in addition to traditional MARC services.

Casalini Libri was established in 1958 with the dual purpose of advancing the profile of Italian culture and learning across the globe as well as providing a first-class bibliographic search and supply service for academic libraries. The company has grown considerably since its foundation, becoming one of the leading suppliers of European publications and related library services, specializing in monographs, series, and periodicals from Italy, France, Spain, Portugal, Belgium, Switzerland, Greece, Malta, and the Vatican City. A family-run business that is now in the hands of the children of its founder, Mario Casalini, Casalini Libri’s 90-strong team remains both faithful to the traditions of the business and committed to innovation, facilitating selection, acquisition, and processing workflows working with thousands of publishers and libraries.

One of the priorities of Casalini Libri has always been the provision of quality bibliographic information, from details of relevant new titles to the in-house production of highly accurate catalog records. The company produces more than 40,000 original bibliographic records for romance language publications each year, all of which are accessible through the online I Libri database (www.ilibri.com). The records are created in native MARC21 according to the RDA BIBCO Standard Record (BSR) guidelines using the in-house WeCat cataloging module of the OLISuite ILS, developed by @Cult (www.atcult.it). The company’s specialized cataloging team contributes new authority records to the national authority file and makes subject and classification proposals through participation in the Name Authority Cooperative Program (NACO) and Subjective Authority Cooperative Program (SACO) programs of the Program for Cooperative Cataloging (PCC).

A Changing World

Developed in the 1960s, by the early 1970s, MARC had become the international standard format for the encoding and exchange of bibliographic data, remaining so for several decades. Technological advancements over this time and the emergence of the World Wide Web, so dynamic in nature, have acted as the crucible for the re-examination of the MARC format. This has culminated in the realization of the necessity for a more flexible model for the recording and exploitation of data.

The first step in this process was the introduction of the Resource Description and Access (RDA) standard, initially released in 2010. Particularly appropriate for use by museums and archives, RDA replaces the
Anglo-American Cataloguing Rules, Second Edition (AACR2), providing a new structure for the organization of bibliographic data based on the Functional Requirements for Bibliographic Records (FRBR), with more emphasis on identifiers and relationships than on descriptions. By 2013, many major national and research libraries had implemented the new standard.

The impact of these developments manifests itself in various aspects of library activity, not least in the need to adapt components of library systems to support the new format and update workflows both within libraries and with partners and suppliers. New challenges and necessities for libraries and librarians, linked directly to the ongoing advances, include the need for library data to be more visible, open to a higher level of interoperability with other systems, and the web as a whole, in order to support new cooperative institutional initiatives and provide concrete advantages for end users. While libraries hold a wealth of well organized information, the MARC format is not suited to the semantic Web, as the linear and static nature of the information it contains cannot easily be harnessed and linked to other, related resources. In a world that is ever more web-based, libraries risk marginalization if they cannot build links toward making their data more accessible; therefore, they must increase the discoverability of their resources.

New Tools and New Implementations

Aware of the value of the RDA model to the library community and the importance of supporting its own customers in the transition to a new concept of organizing and providing data, Casalini Libri successfully implemented a smooth transition to the RDA standard, with staff members receiving professional training from key community figures. Keen not only to respond to the changing requirements of libraries in this field, but to anticipate them whilst offering prompt and effective resources, the company has been actively involved in the translation of RDA into Italian and is highly engaged in the work of the European RDA Interest Group (EURIG), whose annual seminar and meeting will be hosted by Casalini Libri in 2017.

Casalini Libri is particularly interested in linked data and the opportunities created by this method of publishing structured data. Although the technology has not yet come of age, this is a unique and fascinating period in which standards, models, and guidelines are all in the process of definition and refinement. At the same time, individual tools are being developed, tested, and shaped to re-design the emerging information chain. Given the shifting organic nature of current developments, short-term projects are a particularly useful approach that can provide tangible results, giving real answers. This information will form the foundation upon which to base future plans. The activity of Casalini Libri in this field can be divided into four main areas of focus; the first three of these are currently in progress, while the fourth and final aspect is at present in the planning stage:

- The enrichment of MARC records with uniform resource identifier (URI) to simplify their conversion into linked data/BIBFRAME;
- The use of a framework to automate the conversion of data from MARC format to resource description framework (RDF), using the BIBFRAME model;
- The creation of a publication layer in FRBR/BIBFRAME for bibliographic and authority records in order to optimize the end user experience;
- The creation of original data directly in RDF with the possibility of retro-conversion into MARC. (Planned development, not yet in progress.)

MARC Enrichment

One aspect to be taken into consideration in the application of data models is the conversion of data into an alternative structure without the loss of content. To ensure an effective passage from the MARC record to BIBFRAME, the Casalini Libri implementation plan foresees that MARC data elements must be enriched through the addition of several local and global identifiers. Once the automatic and manual processes required for this procedure are established, the implemented module will allow MARC to be converted into linked data by any entity. Separate profiling options should be made available to handle the personalization of URI sources according to the preferences of single libraries.

An essential step toward MARC enrichment is the implementation of a URI management system to organize the identifiers for each heading access point. In the case of Casalini Libri, the URI
management system has been implemented directly into the WeCat cataloging module of the OLI Suite ILS by @Cult, already integral to the company’s cataloging workflows. This allows catalogers to check, validate, modify, delete, or add identifiers to a single heading.

There are various ways in which URIs can be used, for instance as an $0 subfield associated to an access point within the MARC bibliographic record, or as an RDF property of a person entity. In the data export and conversion process, it must be possible to define how many URIs are available for each heading, how to associate them to the heading, and how to show them in relation to the use and format of the data.

Casalini Libri is currently working to complete enhancements to its database to allow for URI to be embedded into headings. Also in progress is the development of additional APIs to facilitate interaction with the various sources and provide simple, agile tools for export that will accommodate different approaches to URI source profiling among libraries.

Automating MARC Conversion to RDF

The conversion of data from different formats to RDF occurs within WeCat thanks to embedded micro software agents that are specialized for each specific MARC data elements to convert and export the information contained as linked data. The same conversion process can be activated independently from alternative sources that use data in different formats such as MARXML and LIDO.

The framework used in this data conversion process is based on the automatic publication under Linked Data Paradigm of Library Data (ALIADA) project. The ALIADA project was co-financed by the European Union’s Research and Innovation funding program for 2007–2013. It involved five partners from Italy, Spain, and Hungary: the Spanish TECNALIA Research Institute and ARTIUM Museum, the Museum of Fine Arts in Budapest, in collaboration with the IT companies @Cult and SCANBIT. Spanning 24 months, from November 2013 to October 2015, the project results are available from www.aliada-project.eu.

Figure 1. The scheme illustrates the conversion, distribution, and publication options of the described BIBFRAME projects, aimed at providing also linked data as a service.
ALIADA originally applied the linked data paradigm using FRBR-object oriented-based (FRBRoo) ontologies. The project was developed with the aim of supporting the entire process, from conversion to the publication and linking of data from public bodies such as museums and libraries through an open source plugin for management systems already in use. It makes an increased degree of interoperability possible among libraries and museums, allowing not only for the sharing of collection data but creating new opportunities for interaction with the general public. The tool provides a single point of access to the collection of datasets published through a representational state transfer (RESTful) interface, retrievable from multidevice platforms able to use the linked data to develop innovative applications. The main components of ALIADA are:

- A user interface designed specifically to facilitate the use of the tool by nonspecialist operators required to carry out administrative tasks, content selection, and publication;
- Conversion: Translation of the content selected in RDF datasets;
- Publication of RDF datasets that have been validated in the linked data cloud;
- Linking RDF datasets in the linked data cloud through common entities or concepts.

ALIADA's conversion and publication processes are built on the basis of an asynchronous pipeline, whereby each component is responsible for a fractional part of the overall task. Each processor can act as a splitter or aggregator and can achieve content manipulation of the incoming message.

Casalini Libri's implementation of ALIADA technology is well under way. Relying on the Casalini Libri and @Cult partnership an ALIADA extension for BIBFRAME was developed. Following the publication in May 2016 of the set of BIBFRAME 1.0 test data in N-Triples, Turtle and RDF/XML formats for the data produced in one month for six North American research libraries, BIBFRAME 2.0 test data was released in October 2016. The data is also available online in the Blazegraph database that supports SPARQL queries, at http://lod.casalini.it:9999/.

Creating an FRBR / BIBFRAME Publication Layer

Current catalog data predominantly contains descriptions of manifestations/instances. The objective is now to respond to the need to redesign this data model with a system that derives data from existing records to produce a new person/work layer.

The process creates for each person entity a cluster of possible variant forms and does the same for each associated work. This is a crucial step in the process that retrieves and reconciles data: A controlled name access point is created for person names and the cluster consequently associated to relevant works. In order to harness all variants, the system must interrogate external authority files, such as ISNI and VIAF, among others. Forms of data found in an authority record will have the greatest weight in the reconciliation algorithm. Each work cluster is then linked to the instance titles and, finally, to the items at the level of individual online public access catalogs (OPACs).

One concrete example of how this process can work in collaborative data use among libraries, museums and archives is the SHARE platform, created and developed by @Cult. SHARE is a common discovery layer based on linked data that applies the BIBFRAME data model to identification, reconciliation, and clustering processes. The first project, SHARE catalog, which was initiated in 2014 before going into production in spring 2016, involved seven Italian university libraries and is accessible at http://catalogo.share-cat.unina.it/sharecat/clusters?l=en. Data from the seven distinct catalogs were integrated with semantic web technology to construct a single portal for the shared use of catalog data throughout the authority and bibliographic entries of the participating universities, thereby facilitating interaction, exchange and the re-use of information from the ILS of each single institution to the librarian and the end user. Each library maintains its own local system and continues to work according to its own local rules and guidelines.

To reach this scope, data are converted according to the reference model indicated by the World Wide Web Consortium (W3C) standards for linked data, RDF, and structured in compliance with BIBFRAME. The data sets are subsequently enriched through connections to authority files and other external
sources before being published on the shared portal for consultation. The portal is, therefore, equipped with navigational tools based on the BIBFRAME data model characterized by three different layers:

- **Person/Works**: This level is enriched by data from sources external to the library catalogs for the purpose of extending the research potential.

- **Instances (or Publications)**: The instances level is associated with publications and connected to the overlying layer through relationships with the works present.

- **Item**: Each instance (publication) is linked to information about the data set and the availability of the copy present in the local OPAC of each library.

Following the success of this project, May 2016 saw the creation of the enriched knowledge base I Libri-up, an enhancement of Casalini Libri’s existing ilibri bibliographic database, which is currently under beta test.

In October of this year, plans were made for work on a new project, SHARE Virtual Discovery Environment in Linked Data, with a group of North American research libraries that aims to develop a prototype in the context of institutions with different systems, habits, and cataloging traditions. The project will create, in addition to the three BIBFRAME portal layer, a database of relationships and a common knowledge base of clusters. The realization of this initiative is based on the Casalini Libri and @Cult partnership.

**Conclusions**

All work on the potential exploitation and diffusion of library and museum data to a wider audience, enriching the World Wide Web with valuable information that until now has remained hidden in archives and catalogs, promotes a culture of openness toward knowledge that has multiple advantages for all components of the information chain. Libraries and museums benefit from the opportunity to provide more comprehensive tools, while end users can access a wealth of information. Publishers also benefit from faster and greater visibility for their content.

The shift to the RDA cataloguing standard is a first step in the transition process, helping libraries share information through the creation of more searchable data. Much exploration and experimentation is still necessary to decide the best ways of converting data into links and create tools that will facilitate the coexistence of BIBFRAME and MARC for a long period of transition. Casalini Libri, building on a solid foundation and experience as a cataloging agency, aims to work closely both with the library community and the developers to create services that will support the information chain in making a smooth transition to the new standards and technology.
Tower of Babel: New Realities in Foreign Language Acquisitions

Michele Casalini, CEO, Casalini Libri

Abstract

Outlined within this proceeding are the challenges facing libraries and other institutions when they wish to acquire foreign language publications. The niche role of specialized vendors and its evolution over time is highlighted. From providing approval plans to assisting with cataloging and the maintaining of online journal collections, the role of vendors in meeting the challenging needs of libraries is discussed. Looking to the future, new endeavors are considered as Casalini Libri strives to respond to and anticipate developing market needs.

Foreign Language Acquisitions and Specialist Vendors

The realities of academic publishing vary greatly from country to country and across continents. Each subject area and country presents a new challenge, with hurdles such as language and communication, availability and quality of information, shipping times, and methods. For libraries in different regions or even continents, it can be difficult to navigate the various pitfalls without help, and it is here that specialist vendors can provide support, knowledge, and experience in dealing with each particular niche market.

Casalini Libri is one such vendor, specialized in the supply of publications from Mediterranean Europe. Established in 1958, the company’s mission is to advance the profile of European culture and scholarship precisely by bridging the gap between publishers and institutions and facilitating the passage of academic content across national borders. From the supply of information and Italian published works at the very beginning of its activity, the company has gradually expanded its services through the years in response to growing requests from libraries. Casalini Libri assists its customers in meeting the challenges of foreign language acquisitions and provides the tools necessary for libraries to process acquisitions in a fast-changing environment. This paper discusses the motivation behind each of the company’s services, all based on very real needs expressed by the library community and designed to meet them effectively.

It is necessary to first briefly describe the scholarly publishing market in Mediterranean Europe to fully understand the particulars of the niche in which Casalini Libri operates.

Mediterranean Europe is a prime example of an area with diverse publishing markets and fragmented distribution chains. Market figures show that while STM, popular science, and fiction publishing is often in the hands of large publishing groups, in the Romance-language countries of Europe, the humanities and social sciences (HSS) sector is not only predominant but characterized by a large number and variety of small independent publishers. These can range from private entities to university presses, academies, foundations, societies, institutes, museums, and archives, many of which produce an average of only five titles per year.

The Evolution of Humanities Publishing

1950s: Sourcing Material

When Casalini Libri was founded, it was to respond to the requests of various American scholars who had expressed a need for timely bibliographic information and supply of Italian publications. The bookseller’s very presence in the territory, knowledge of the market, network of contacts, and language skills were indispensable assets to the academic community in the United States.

Since that time, much of Casalini Libri’s energy has been focused on the problem of ensuring that quality information on relevant research publications is made available in a timely manner to universities and libraries worldwide. A dedicated team within the company, including several native speakers of non-Italian languages, focuses its efforts on actively searching for new titles and evaluating their pertinence for academic collections. Use is made of many resources, not least specialist journals, publisher contacts, trade fairs, and visits to the territory.
Table 1. Publishers in Italy, France, Spain, and Portugal.

<table>
<thead>
<tr>
<th></th>
<th>Italy</th>
<th>France</th>
<th>Spain</th>
<th>Portugal</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of active publishers</td>
<td>4,604</td>
<td>3,000 approx.</td>
<td>3,109</td>
<td>530</td>
</tr>
<tr>
<td>New titles published</td>
<td>61,882</td>
<td>68,187</td>
<td>68,378</td>
<td>63,428</td>
</tr>
</tbody>
</table>

Sources: ISTAT; Service du livre et de la lecture; Ministerio de Educacion, Cultura y Deporte; Agência Nacional de ISBN.

The difficulties created by a complicated and fragmented publishing market are common to much of Mediterranean Europe. Sourcing works is the first, and sometimes greatest, hurdle for librarians. It is a time-consuming and complex task aggravated by the fact that small publishers often lack the means or the organization to publicize their works effectively. This has an enormous effect on the accessibility, frequency, and quality of the bibliographic information available. Publishers may or may not have their own websites. Incomplete information means it is at times unclear whether a work is a new edition or reprint of a previously published title. In some cases, unsuccessful publications are simply re-released under a new title. This confusion is not confined to publishers alone. With the exception of France, the area is also characterized by a notable lack of reliable and exhaustive national bibliographies. The Italian national bibliography catalogs a fraction of the country’s publishing output, and a similar scenario can be found both in Spain and Portugal. The nature, aims, and procedures of national libraries often mean that bibliographic information is not available as quickly as required by librarians wishing to use that information to order titles.

1960s: Selecting Material

It was in the 1960s and following requests from customers that Casalini Libri extended its role to the selection of material for the library’s collections, drawing not only on its position in the market but also its familiarity with customers’ interests to select and supply titles that fit the profiles of libraries and their collections.

The company’s aim is to act not only as a point of information for librarians but to offer a real service as intellectual curators, filtering the entire production of the market, and proposing bibliographic updates for the publications that can be of real value to collections, adhering strictly to the individual collection development criteria of each institution.

The second half of the 20th century saw the birth and growth of the approval plan, first in the United States and later also in Europe, Australasia, and other parts of the world. Approval plans offered a solution to a reduction in staffing by allowing libraries to maintain a complete and balanced collection through close collaboration with suppliers. For foreign language acquisitions, libraries realized the value of using suppliers’ networks, knowledge, and ease of movement in their own areas of expertise and territories. As academic publishing in Italy and across Mediterranean Europe is often characterized by short print runs, a regular supply of titles on approval plan from a vendor positioned in the territory guarantees a punctuality in the acquisition of new titles that reduces the risk of important material going out of print before the library obtains a copy.

1970s: Acquiring Material

The subscription service set in place by Casalini Libri during the 1970s again meant that libraries could take advantage of the company’s knowledge of and presence in the territory, which allowed it to provide accurate information to libraries and handle correspondence with the various publishing entities. By consolidating shipments, Casalini Libri can closely monitor the issues supplied against publication information and claim any missing items to ensure that all material published is received and forwarded to libraries as soon as possible following its release.

While monographic titles bring some challenges, the level of difficulty can rise notably when it comes to the acquisition of serials. Serials publications range widely in format and frequency, from periodicals to annuals, conference proceedings, and reports of learned societies. As with monographs, in Mediterranean Europe many publishers of academic serials are small, independent entities with little or no real distribution network and often erratic publication schedules. Customers finding difficulty in dealing with the complex reality of Italian serials publishing were the catalyst in Casalini Libri’s development of this service.
Bibliographic identification of serials, particularly irregular publications and annuals, ordering, and claiming are not always straightforward. It can be difficult to trace publications, publishers, and maintain communication in order to remain informed of effective publication dates and schedules. In European markets, there is less automation and more need for human intervention, compared with the larger, more organized realities of Anglo-American journals publishing. Shipping can be the cause of numerous problems, from unpredictable schedules and long delays to the traceability of shipments and the quality of packaging; missing or damaged shipments bring expense and further delays. A specialist vendor capable of dealing with all aspects of the information and supply chain and ensuring safe and prompt delivery of the material is, without doubt, an invaluable support for libraries.

1980s: Bibliographic Database and Automated Data Exchange

The next two decades brought about a rapid series of technological advances, increasing both efficiency and expectations. The improvements in technology made it possible for Casalini Libri to create an extensive database containing the entirety of its bibliographic resources and production. This allowed the company to be more efficient in supplying title information to libraries. With the arrival of the Internet, the ilibri database was made available directly to customers through the company website, making up-to-date bibliographic information even more easily and quickly accessible, matching library requests to the highest possible degree.

It was during the 1980s and with the constant objective to facilitate access to timely and quality bibliographic information for libraries, satisfying the request of its own customers, that Casalini Libri began to develop a supply service for machine-readable cataloging (MARC) records. By producing catalog records for Italian publications in accordance with the Anglo-American Cataloguing Rules, Casalini Libri could provide bibliographic information in the exact format required by the libraries it served. A valuable resource, vendor MARC records for foreign-language publications mean that libraries can receive reliable bibliographic information to a recognized and widely used standard format, taking advantage of the specific language proficiency of the vendor to ensure greater accuracy of data. Not only does the library gain from the time saved by the acquisition of records, but the presence of a record in the library system upon the arrival of the book allows for a faster turnaround time in processing the item and making the title available to patrons.

1990s: Keeping Up With Technology–The World Wide Web and Wider Interoperability

The possibilities opened by the World Wide Web meant that orders and other communications could be sent through the website, speeding up the internal workflows of libraries and the timescales between placing an order and receiving the title. Online databases and password-protected ordering tools, while widespread in the Anglo-American market, are far from being the norm in niche areas of scholarly publishing such as that of Mediterranean Europe. The online library services offered by some specialist vendors allowed librarians to operate as they would with orders for domestic titles, requesting and downloading MARC records with local order and invoice data for ordered titles and keeping track both of order status and invoice details. These developments, all based directly on customer requests, have now become an integral part of library workflows.

As the automation of data exchange became even more important, so did the expectation of interaction between the information systems of library and bookseller, leading to the emergence of the electronic data interchange (EDI) standard as the preferred means of transferring order and invoice details. Casalini Libri responded to the challenge, becoming an active member of the EU-funded Electronic Data Interchange for Libraries and Booksellers in Europe (EDILIBE) project, aimed at defining the EDIFACT subsets required in the commercial communication chain for libraries and booksellers. EDIFACT order and invoice transmission services are a valuable tool in facilitating workflows and speeding up supply times as they allow for the immediate processing and monitoring of orders.

2000s: Electronic Publishing and Expanding Horizons

A natural evolution of the digital age, electronic publications came to the fore at the beginning of the new century. Casalini Libri rose to the challenge,
creating a specialized digital division to explore the possibilities and potential of electronic publishing for the Italian market. The Editoria Italiana Online (EIO) collection of e-books and e-journals, first introduced at the 2003 Frankfurt Book Fair, offered a wide variety of quality Italian research publications in electronic format to libraries anxious to move with the times, as e-content entered the mainstream of acquisition for major university libraries thanks to increased user demand. The evolution of this project, the Torrossa digital library, was launched a decade later, in 2011. Torrossa combines access to scholarly e-books and e-journals with practical library services designed specifically to simplify acquisitions, licensing, and integration with the library catalog.

Aggregation of electronic content provides access to content through a single portal and facilitates workflows, reducing the number of separate and differing platforms requiring trial periods, set up of access, purchase negotiations, and administration (orders, invoices, statistics), not to mention the language barrier in communication with foreign publishers. Casalini Libri has invested great effort in the creation of a single-license document to cover all resources from over 210 publishers, again facilitating the work of libraries and adding value to the intermediary service. Furthermore, libraries select e-content from material that has already been filtered and selected for its relevance to university requirements based on the company’s experience in approval selections.

If distribution through an intermediary is now a confirmed and consolidated practice for print titles, it is even more important in the electronic market, and more specifically in niche areas. Most small Italian academic publishers lack the economic standing and personnel to manage online publishing of their own titles on a company-owned platform, and if they are to meet the expectations of their consumers, offering online access to publications, support is essential. Casalini Libri’s dedicated digital division facilitates the offering and acquisition of foreign language e-content by providing visibility and support to academic publishers, from hosting and online publication to access, licensing, and negotiation.

A major characteristic of this decade for libraries was the search for more efficient, streamlined ways of purchasing. Acting upon the request of many customers, Casalini Libri widened the scope of its bibliographic and supply services, covering the rest of Mediterranean Europe. The company invested heavily in building and maintaining a working network of publishing and distribution contacts in France, Spain, and Portugal to offer libraries exactly what was required: A single supplier for a range of languages and content from areas that are just as complex and unique as Italy.

By increasing the area and the number of academic publishing markets that are each different in their idiosyncrasies, Casalini Libri enables libraries to take advantage of the complete range of its library services. This allows for easier and standardized acquisition of publications that would otherwise result in a number of time-consuming and isolated workflows, from bibliographical databases to online order management and MARC records. The extension of this service in conjunction with book processing options means that the vendor can considerably reduce the time required for libraries to register new arrivals, ensuring that “shelf-ready” books are made available to patrons more quickly.

2010s: New Trends in Acquisitions

The entry of e-books into the mainstream of book acquisition for major university libraries has led to libraries acquiring collections instead of single title selections, moving from special subject collections to discipline-driven information provisioning. In contrast with traditional “just-in-case” systems, a “just-in-time” approach, where libraries acquire resources based on actual requirements has emerged in recent years. This approach responds not only to rising prices and shrinking budgets but to an immediate user need, and it brings with it yet another change in the selection process, making faculty, researchers, and other patrons the principal selectors of material for purchase. The patron-driven acquisition (PDA) model is by now well established for the Anglo-American market, while it is also required for titles from other areas.

What Next?

Casalini Libri remains faithful to its original mission of providing the top-level bibliographic output required by its customers. The company successfully implemented resource description and access (RDA) in 2013 and has been active in the translation of the standard into Italian. Driven by the determination to
anticipate the changing needs of the market, the company is currently working on the development of solutions to the newest aspects of cataloging: Linked data and the BIBFRAME data model.

Conclusion

The acquisition of foreign language titles by independent vendors, such as Casalini Libri, offers libraries a reliable, bespoke service, giving them access to a challenging and fragmented market of publishers in Southern Europe. With changing demands and advancing technology the services offered by vendors have grown immensely since the late 1950s. Over the decades, facilities such as approval plans, the provision of bibliographic records for cataloging purposes, digitization of the ordering process, and the launch of online platforms have evolved from the anticipation of the client’s future needs and a willingness to adapt to new demands as they emerge.

The needs of libraries have always been central to all Casalini Libri’s activities, and each service offered has been developed in response to a request from the community it serves. Still a family-run business based in Fiesole (Italy), the company’s 90-strong team under the direction of its founder’s children remains both faithful to the traditions of the business and committed to innovation. The company’s original mission of advancing the profile of Italian culture and scholarship worldwide has grown with the market. Today, two aspects remaining at the heart of its activity: Its role as intellectual curator, providing the information and expertise to ensure continuity in collection development for European languages in areas where subject specialists are often less present, and its dedication to providing visibility and access to academic content in the humanities and social sciences, a niche area that requires a very different approach from that applied to the field of science, technology, and medicine (STM). Going forward, Casalini Libri will continue to anticipate future challenges for libraries, as well as continuing its work in raising the profile of research in the Babel of European languages.
Preserve Local and Institution-Specific Data During Migration to a Network Cataloging Environment

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Abstract

During the fall of 2015, the Augusta University Libraries began the process of implementing Ex Libris’ next-generation library management solution, Alma. This process is occurring in various phases, with the initial steps being data clean-up and migration. As part of the migration process, cataloging records that are currently created and maintained by both university libraries will be migrated into a collaborative Alma network zone comprised of 29 institutions in the University System of Georgia (USG) consortium. The network zone will allow for collaborative cataloging among multiple libraries. One of the main challenges for Augusta University, however, was finding a way to preserve the libraries’ local data which included medical subject headings (MeSH) used by the health sciences library. This paper addresses the challenges faced and strategies employed by Augusta University Libraries to ensure local information was migrated from the existing Ex Libris’ Voyager traditional integrated library system (ILS) into Alma.

Introduction

In the summer of 2015, the USG entered into an agreement with Ex Libris to migrate to the cloud-based library management system Alma across all its institutions. With the implementation of this new system, all USG’s 29 institutions would be able to share bibliographic records in Alma’s Network Zone, which Ex Libris defines as “A management tool used by a collaborative network to centrally manage certain features, such as configuration tables, licenses, and records. A virtual institution (also called the network zone) is used as the management interface and central repository and catalog” (network zone). The use of a network zone will greatly increase collaboration among all USG libraries and reduce redundant cataloging for the same resources that are currently being processed by each institution on its own. This new collaborative cataloging environment, however, will be a fundamental change from current cataloging practices that were performed in each institution’s stand-alone Ex Libris’ Voyager ILS.

Augusta University has two libraries: Reese Library, a medium-sized academic library, and Robert B. Greenblatt, M.D. Library, a health sciences library. With the stand-alone ILS, Augusta University Libraries, like most other USG institutions, uses machine-readable cataloging (MARC) bibliographic records to store local information included in the 09x, 59x, 69x, and 9xx fields. There are also some additional fields being used for local data (including the 500 field) which, based on MARC21 format for bibliographic data, are not designed for such purposes. The 09X fields are for local call numbers; the 59X fields are for local notes such as donation information; 69x fields are for local subject headings; and the 9xx fields are used for various information such as vendor related data. As an academic library, Reese Library uses Library of Congress subject headings (LCSH) for its cataloging; however, as a health sciences library, the Greenblatt Library uses medical subject headings (MeSH) for its cataloging records. In addition, the Greenblatt Library is the only public health sciences library in the entire USG, which means it is the only library in the system using MeSH. The other USG libraries predominantly use LCSH and will likely have no MeSH headings in their cataloging records. As important as maintaining local information, ensuring complete migration of the MeSH subject headings is one of top priorities for Augusta University during the Alma implementation.
Overview of Data Migration Process

In preparation for Alma’s data migration, the Augusta University Libraries conducted a thorough data clean-up of the cataloging records based upon guidelines and recommendations provided by the USG’s Alma implementation team. The clean-up involved bibliographic, holdings, and item records, as well as patron records in Voyager. One goal of the data clean-up was to identify and remove any records, fields, and field values that are no longer needed. This included retiring outdated location codes. Another goal of the data clean-up was to ensure the records in Voyager met specific requirements of Alma. For example, in Voyager it had been permissible to use duplicate barcodes, while in Alma this practice was not allowed. As a result, all duplicate barcodes had to be removed during the data cleanup process, and in some instances, new barcodes had to be added.

After data clean-up, each institution submitted a data migration form and a configuration form to Ex Libris. Subsequently, institutional records would be loaded into the network zone in a predetermined order and would then go through a deduping process based on Online Computer Library Center (OCLC) records. During the deduping process, an individual library’s record could be deduped (disregarded) if there was already a record from another institution with the same OCLC number loaded into the network zone. A unique challenge for the health sciences library was to ensure all relevant MeSH headings residing in the bibliographic records transferred into Alma. According to Ex Libris, however, certain MARC fields in the bibliographic records could be preserved if they were marked with a “subfield 9 local.” Those preservable fields include the 09x, 59x, 69x, and 9xx. These fields provide a mechanism to keep the local information in the collaborative cataloging environment. The medical subject headings needed to be tagged as local fields so they would not be lost during the initial loading process.

How Local Data Was Preserved?

The next step the libraries took was to identify records with the previously mentioned fields and add a subfield 9 local to them. The systems librarian ran various reports in Voyager for the different local fields, including the 09x, 59x, and 69x fields, as well as the 9xx fields. The cataloging staff then examined those records and determined which ones should be migrated over, since certain 9xx fields will be reserved for consortia use, and the Augusta University Libraries had to adapt the 9xx fields according to the USG requirements.

In addition to the above local fields, other MARC fields such as the 500 field, the 650 field, and the 54x field were sampled to determine whether there was any local information there. When there was local information in those fields that the libraries wanted to move over to Alma, the information was moved into one of the aforementioned fields for migration purposes.

How MeSH Headings Were Preserved?

Preserving MeSH headings has been one of the libraries’ top priorities, as it directly affects patrons’ discovery experience. MeSH headings reside in MARC field 650 with indicator 2. The first step was to identify bibliographic records with those headings by running reports in Voyager. Since 650 is not considered a local field by Alma, these fields would need to be retagged as another local field. The systems librarian copied the 65X field into a new 69X field and added indicator 2 and subfield 9 “local” field as required by Alma implementation for migration into institutional zone. After the full migration is completed, the plan put in place is to retag the 65X field in the network zone to be searchable by MeSH headings in Alma.

Special Note

At the time this paper was written, a decision was made by the USG Alma implementation team to load Augusta University’s records into the network zone first. This decision was made in large part to address the issue of preserving the MeSH headings utilized by the health sciences library. Loading the AU records first is a more direct way to ensure that access to the headings is retained rather than by adding the local extensions in the same way as the other local fields.

Additional Thought: How to Manage Local Information in a Collaborative Cataloging Environment?

During the data migration for ALMA implementation, how to preserve local data created by each library has been a concern for all the USG institutions. First, most libraries have been using a stand-alone ILS for a long...
time, and based on MARC 21 format for bibliographic data, libraries have been using different MARC bibliographic fields to record local data. This practice has become a challenge during this process since everyone is moving into a collaborative cataloging environment. Even though MARC standards indicate some fields are intended for local use, there have been cataloging practices in individual libraries using some general fields such as 500 to describe local information. This has been the practice with the Augusta University Libraries. In this case, it is almost impossible to quickly identify which information is local unless each record is reviewed individually. Given the number of bibliographic records and the timeline of the implementation, it is not possible to identify all local data that should be migrated; however, it provides an opportunity to think about the best workflow for future cataloging practice.

Functional requirements for bibliographic records (FRBR) describes four groups of entities including work, expression, manifestation, and item. A MARC bibliographic record could contain information of all the above entities. Resource description and access (RDA) is the most recent cataloging standard based on FRBR, where works held by a library are defined as entities and include various levels of metadata such as items. Including item (copy) specific information in a bibliographic record would not cause problem in a stand-alone cataloging environment, however, in an era where collaborative cataloging such as Alma is the trend, item (copy) specific information relevant to one institution could be totally irrelevant to others and can actually add confusion to users. How can local information be handled in Alma?

USG is using Alma’s network zone to manage collaborative cataloging. Even though bibliographic records are shared by all libraries within the system, Alma allows for using bibliographic local extension fields in its bibliographic records. Libraries can add a local field in the network zone record such as 59x, 69x, 09x, or 9xx. The local information will then be saved to the institutional zone where the libraries have full control of editing. The local fields added to the network zone bibliographic record are only visible to the library that creates it. Since the local fields will reside in the institutional zone, it is safe from future overlay of the linked bibliographic records in the network zone. The network zone provides the advantage of sharing the bibliographic record yet still providing libraries the flexibility to create institution-specific information. Other locations where local information can be stored are in the holdings and item records. Holdings and item records belong to each institution. Both Alma’s holdings and item records have various note fields. Augusta University maintains that if there is item-specific information, it should be stored in each item. This will make it less confusing for future migrations.

**Conclusion**

Migrating to a new integrated library system is a complex process fraught with many challenges. In particular, moving data from a long-established traditional system to a next-generation system with a completely new architecture presents its own set of hurdles. Long-time cataloging practices may not integrate with data requirements in the new system, necessitating a large-scale data clean-up prior to migration. Institutions planning to migrate to a new system should try to build in sufficient time for detailed data clean-up as well as data and workflow testing in the new system.

**References**


The World of ISSN—Standards Revisions and Related Projects

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Abstract

There are several ongoing projects that will be of interest to the library, publisher, and vendor communities, including the International ISSN Centre-Ulrich’s ISSN project, the revision of ISO-8, and the revision of the ISSN Standard (ISO-3297). The national centers that are participating in the ISSN IC-Ulrich’s project and how that project benefits the greater community of scholarly publishers and users of scholarly information, the project plan and progress of the ISO-8 revision (presentation of periodicals) that is related to ISSN and the NISO PIE-J recommended practice, and the status of and details about the proposed ISSN standard revision are outlined.

The World of ISSN—Standards Revisions and Related Projects

As librarians, publishers, discovery service providers, supply chain vendors, and others know, the ISSN is extremely important in the ever-changing serials world. The following sections will provide information about several projects related to the ISSN, all designed to improve the reliability, utility, and sustainability of that very important identifier.

ISSN Projects: ISO-8 Standard Revision

Standards have always been important, and they are even more critical in today’s technology-filled world. There are standards for processes, standards for preparing data, standards for transferring data, standards for tracking data, and more. Librarians, publishers, and vendors are aware that following standards leads to consistency, but it isn’t always easy to accommodate, especially if system changes are involved. There are standards at every level of engagement—the company, industry, local government, national government, and international organizations. In the United States and in the library profession, there are National Information Standards Organization (NISO) standards for many different parts of the workflow, as well as standards developed by various organizations. Most people have probably heard about International Organization for Standardization (ISO) standards or have been impacted by them without even necessarily knowing a standard is involved. On the About ISO page of their website it states:

“ISO is an independent, non-governmental international organization with a membership of 163 national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges . . . . ISO has published more than 21000 International Standards and related documents, covering almost every industry, from technology, to food safety, to agriculture and healthcare. ISO International Standards impact everyone, everywhere.”² (ISO.org, http://www.iso.org/iso/home/about.htm)

ISO standards have a classification system (ICS—International Classification for Standards) and are assigned to a technical committee. One standard that has been important in the publishing industry is a very early standard: ISO-8:1977, Presentation of Periodicals, part of Technical Committee 46—Information and Documentation, in the documentation sector. As noted by its title, the year this standard was last published is 1977, and this version replaced the original version, ISO Recommendation R 8-1954. The scope of the 1977 version states “This International Standard sets out rules intended to enable editors and publishers to present periodicals in a form which will facilitate their use; following these rules should help editors and publishers to bring order and clarity to their own work. These requirements are of varying importance and some may go against certain artistic, technical or advertising considerations.”² (ISO.org, https://www.iso.org/obp/ui/#iso:std:iso:8:ed-1:v1:en) As one might imagine, this standard focused solely on printed versions of periodicals and set out instructions related to titles, numbering, pagination, and more. The members of TC-46 recognized a need to enhance
the standard with information about online periodicals, and put forth a ballot for a revision.

The process for ISO\(^3\) (illustrated at ISO.org, http://www.iso.org/iso/home/standards_development.htm) moves through the following phases:

- proposing a new standard or revision of an existing standard;
- forming a working group of experts with a convenor to prepare a working draft;
- sharing the draft with the technical committee and the ISO Central Secretariat;
- sharing the draft to all ISO national members for comment; and
- preparing a final draft to be sent to all ISO members for a vote.

Along the way, revisions may be suggested and incorporated into the standard. If the proposed standard or revision is approved by the ISO members vote, it becomes an official ISO International Standard or Revised Standard. For the ISO-8 revision, the process started in 2015 with agreement by the voting members to revise the standard and to select Laurie Kaplan of ProQuest as the convenor. There are 26 experts representing 21 organizations from 12 countries on the working group. The countries include Belgium, Canada, China, Denmark, France, Germany, Greece, Italy, Russian Federation, Spain, the United Kingdom, and the United States. Some of the organization types include national libraries, the International ISSN Centre, university libraries, and publishers.

The charge of the working group included using content from NISO’s PIE-J in the revised standard, to expand the focus to include electronic periodicals. PIE-J is the presentation and identification of electronic journals, NISO RP-16-2013.\(^4\) (ISO.org, http://www.niso.org/apps/group_public/download.php/10368/rp-16-2013_pie-j.pdf)

As noted previously, the sections of ISO-8 focus on print periodicals. These sections include title of periodical, issue, numbering, volume, date, layout, running title, pagination, presentation of articles, content list of issue, index, and special cases. PIE-J covers some of the same content areas in its recommended practice with these sections: Journal title and citations information, title changes and title history, ISSN, enumeration and chronology systems, publication information, access to content, and preservation of content digitized from print. Both documents include information about ISSN. ISO-8 focuses more on inclusion and placement of the ISSN, declaring that the ISSN shall be present on the front cover, at the head of the contents list, and on the title page for each issue. PIE-J focuses more on availability of the ISSN for each title of a journal over time and for each format of a journal, and that each ISSN (print, online, and linking) is shown for each title available on the electronic version of the title.

The ISO-8 revision working group kicked off its meetings in Wellington, New Zealand, at the TC-46 plenary meeting in May 2016. Since then, the group has been meeting approximately every 2 months, reviewing the outlines of the existing standard and PIE-J, as well as reviewing related standards from the United Kingdom and Germany. Members of the working group have chosen sections to draft in smaller groups and will share those drafts in early 2017. The timeframe for completing the revision is 36 months, with the clock having started on January 21, 2016. The working group is on track to meet the deadline.

**ISSN Projects: ProQuest and the International ISSN Centre Project**

Since late 2014, representatives from ProQuest and the International ISSN Centre have been involved in a project to improve the coverage of ISSN in academic and scholarly titles. As reported last year at the Charleston Conference, the seeds of the project were sown when Gaëlle Béquet, Director of the International ISSN Centre/CIEPS, was researching using Ulrichsweb™ and found some results without ISSN. She contacted Laurie Kaplan, the Director of Editorial Operations at ProQuest, responsible for the team that works on the Ulrich’s database. The result of the discussions was a pilot project with the Netherlands ISSN Center to determine whether the ISSN for those titles in Ulrichsweb were simply missing, or if they had never been assigned to those periodicals. The pilot project began in February of 2015 and has continued as an ongoing project into 2016.

The impetus for both organizations to work on this project is the desire to provide complete and trustworthy bibliographic metadata for as many scholarly publications as possible. Having more complete metadata would benefit researchers,
librarians, publishers, subscription agencies, and others by improving the accessibility, electronic loading, and matching of content through the ISSN in content such as catalogs, databases, discovery services, and online periodicals. The work with the Netherlands resulted in 220 additional ISSN from the pilot set being added to the Ulrich’s database, of which only 17% were missing; the balance of these records were registered by the Netherlands center and added to their database. The Netherlands ISSN Center has been working on the balance of their records throughout 2016. Also in 2016, four additional National ISSN Centers were sent approximately 100 sample records to review and then schedule their participation in the project. The United Kingdom and Sweden determined that they wanted to begin to work on their titles and have received their full set of records. Germany and Ireland are interested in participating and will start their project in 2017 as resources become available.

A very important part of the process is notifying publishers that ISSN have been added to their titles; this will help to encourage the use of ISSN by publishers and providers in the metadata they deliver with their publications. Recommended usage of the ISSN is on publisher websites, on each publication’s page, in metadata lists, and accompanying the publication in every delivery of that content, whether full-text or metadata only. Publishers and providers are encouraged to follow the NISO PIE-J recommended practice, and eventually the revised ISO-8 standard, to include ISSN for every iteration (title change) and format of a title. This practice will enhance the experience of researchers in citation of resources and provide better access and linking of content throughout the community.

Revising the ISSN Standard: How Do You Update an Icon?

The ISSN is a standard that the information community can rely on to ensure predictability in times of change. As serials change, so do their identifiers, and sometimes the standards themselves have to change to keep up with changing times. The ISSN, ISO-3297, is in just that situation now, where the standard has been approved to be revised, with input from the community, to make it even more reliable. ISO standards can come up for review every 5 years, and although standards are not necessarily revised with that frequency, with the last major ISSN revision was in 2007, there are many meetings and discussions around the maintenance of a standard. It involves time, money, and energy to ensure the standards remain relevant to the communities that use them on a regular basis.

The last major revision added the linking ISSN (ISSN-L) and added a section about the display of ISSN on electronic continuing resources and on other nonprint media. This is related to ISO-8, the revision of which was discussed earlier. At the ISSN General Assembly meeting in Paris in the spring of 2016, a minor editorial revision removed the statement that ISSN are assigned free of charge, paving the way for some national libraries to set a price for ISSN. At this time, the U.S. Library of Congress is not intending to charge for ISSN registration. Also at that meeting, there were also discussions about preparing the ISSN for the linked data environment, expanding on the creation of the ISSN-L. One idea was to expose part of the ISSN Register as Linked Open Data (LOD) under a CC-BY-NC license. ISSN can help link journals with former and later titles, author registries, archives, and more. This will likely be explored further during the revision process.

There are potential revision issues to resolve, such as the difference between an identifier at the bibliographic level and the product level, whether there should be separate ISSN for subparts of a continuing resource, and whether digital formats and editions such as PDF, HTML, and EPub require a separate ISSN and how to define those editions in the first place. Other considerations include a new ISSN for serial “families,” alignment with ONIX metadata standards, and incorporation of appendices for new identifiers such as ISNI.

The ISO-3297 revision is now in the preparatory stage, seeking broad community representation for the ISO working group. There is interest in including publishers, libraries, aggregators, abstracters and indexers, platform providers, and representatives from related standards. To become a member of the ISSN revision working group, contact the appropriate ISO representative for your country. In the United States, contact NISO (www.niso.org).
“We’ll Do It Live”: Building Access to Video Content Based on Freedoms of Use

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Abstract

Film collections in academic libraries, including streaming video and DVDs, serve a variety of user populations and needs. Videos are used by faculty as part of instruction, by student clubs or other groups as part of public programming, and by individuals for personal study or entertainment. These various use situations are addressed by the Copyright Act, 17 U.S.C. sec. 101 et seq., and license agreements that accompany video purchases. To maximize use of video collections, and by extension, funds expended on video collections, libraries need to fully understand their rights under the law, track video licenses, and build access around freedoms to stream and publicly display videos. The George A. Smathers Libraries at the University of Florida undertook a project to identify videos acquired with public performance or streaming licenses and better communicate the existence and meaning of these licenses to users. This project included new workflows for cataloging and acquisitions, training for library faculty and staff on uses of video allowed under the Copyright Act and when a license should be obtained, and proposal of a front-end search and browsing discovery interface for users to find video content by public performance and streaming rights. This paper discusses the mechanics of acquiring, cataloging, and making discoverable video content based on freedoms of use.

Introduction

Film collections in academic libraries, including streaming video and DVDs, serve a variety of user populations and needs. Films are used by faculty as part of instruction, by student clubs or campus groups as part of public programming, and by individuals for personal study or entertainment. That is, academic library film collections are in high demand—and users want to know how they can access and use film content. Part of that knowledge should include an awareness of what public performance rights are available, when such rights are needed, and what content can be streamed remotely. When users do not understand the access and performance options for video content, they contact the library. At the George A. Smathers Libraries at the University of Florida, reference/public service, course reserves, and acquisitions/e-resources personnel, as well as the scholarly communications librarian, receive frequent inquiries on the appropriate usage of DVDs and streaming video for classroom and online instruction and also for public performances, such as film showings by student clubs and the University’s museums. In an effort to better capture and communicate the available use rights for the libraries’ physical and streaming video collections, librarians and library staff from the departments of Scholarly Communications, Acquisitions and Collections Services, and Cataloging and Discovery Services undertook a project to track and code public performance rights (PPR) and streaming license data, and incorporated this metadata into the catalog records for video titles purchased since 2005. The results of this project allow users to discover over 1,100 DVD titles and over 17,880 streaming videos with PPR via a rights statement search. This paper covers the impetus for the project, the process of documenting public performance rights and streaming licenses in the library catalog, impacts on staffing and workflows, and discovery options for library users.

Review of the Literature

Both scholarly library literature and reports prepared by commercial video vendors establish the demand
and use for video in higher education, the challenges in making academic library video collections discoverable, and their available uses understood by patrons. In 2015, video platform company Kaltura issued a report entitled “The State of Video in Education” (Kaltura, 2015). In this report, respondents, which included instructors, instructional designers, students, and others from institutions of higher education as well as K-12 schools, provided insight into the various use cases of video in education. Of the respondents from higher education institutions, 83% reported that video was used in the classroom, and 52% of those same respondents indicated that video was used in live campus events. Further, the Kaltura report not only demonstrated the current importance of video in education, but it also established that video will continue to be or grow in importance or use. Of all respondents to the Kaltura survey, 87% stated that video will play a major role in education in the future.

Publisher SAGE issued a similar report that focused exclusively on students in higher education (Leonard, 2015). In that report, 68% of students indicated they watched videos in class, with 53% of those videos falling within the category of documentary film. However, most students polled in the SAGE survey indicated an unawareness of the availability of videos from their campus library. The problem of awareness of video availability at the college library was also noted by the founder of Alexander Street Press, a primary vendor of streaming video content. In 2013, noting the variety of uses of video on campuses and across curriculum, he noted the challenges libraries encounter in making video content discoverable and its uses known to patrons: “Of course video presents challenges. But these challenges are similar to those that librarians and publishers have already surmounted in electronic journals and books. How to catalog? How to establish provenance? How to cite? How to digitize? What preservation standards? How to index? What technologies to use? What are the copyright issues? What should we look for in licensing?” (Rhind-Tutt, 2013, p. 14).

In 2010, a Minnesota State University librarian explored the historical obstacles to discoverability and accessibility of video collections in academic libraries (Bergman, 2010). She notes that patron awareness and use of video has been hampered by library policies concerning lending and circulation as well as problems with deteriorating formats and the availability of playback equipment. Licensing of video content and comprehension of those licenses by library staff has also complicated matters. These historical access issues have likely contributed to present confusion among patrons about what videos are available in a library’s collection and how those videos can be used in instructional, community, and entertainment contexts. Similarly, a 2016 article noted the challenges of making video collections discoverable through library systems. Most discovery systems utilized by libraries, the author notes, were built for text-based collections and lack features that will maximize the discoverability of video collections (Hoover, 2016).

Even if discoverability of video collections by patrons is realized, however, usage of those videos may be further impeded by a lack of understanding of copyright law, when the law permits film showings, and when a public performance license is needed. Unfortunately, misunderstanding about the law of showing films in instructional settings stems from misrepresentations on vendor websites and in licenses about the appropriate usage of videos by academic libraries and the patrons they serve (Butler, 2011). Language included on vendor websites and in licenses frequently confuses and confounds librarians. Vendors, whether intentionally or as a result of their own misunderstanding about copyright law, will charge a higher price to libraries merely on the assumption that the videos will be used in the classroom. Librarians and others frequently infer from this that a license is being granted for classroom use, which is not required by law. The Copyright Act at section 110(1) grants teachers at nonprofit institutions an exception that allows the screening of films in the classroom when such performance is related to the pedagogical objectives of the course. No license is necessary for such performances. Public performance licenses are required for other types of performances, however, such as film festivals or screenings by student clubs, even when no admission is charged. These licenses are often automatically included in the purchase price paid by libraries to vendors, but the terms of those licenses are not always clearly stated, and libraries do not regularly track those licenses or share the availability of those licenses with patrons, further contributing to confusion about when and what licenses are available with videos in a library’s collection (Irons, 2015).
Four institutions have attempted to record and track public performance rights (PPR) in their library’s catalog records and thereby facilitate both library and patron understanding of when these licenses are needed:

- The Johns Hopkins University Sheridan Libraries has added notes stating, “Public performance rights granted,” and suggests searching for these materials with a keyword search on that phrase.
- The University of Michigan Library notes in their catalog records, “U. Michigan public performance rights obtained.”
- The Valparaiso University Library notes in their catalog records, “Purchased with public performance rights,” with an accompanying hyperlink to the appropriate license terms.
- The University of Wisconsin Marshfield/Wood County Hamilton Roddis Memorial Library does not add a note about PPR, but when users view a catalog record for a DVD, they may find a link to license terms, if available.

Overall, the metadata about PPR in the catalog records at these academic libraries is either buried in a note field, or it is obscured by usage of a hyperlink to license terms, which a patron may not adequately or correctly be able to interpret. While these libraries are commended for their attention to this issue and their attempt to make PPR transparent to users, the Smathers Libraries innovated on the idea by incorporating rights statements related to PPR in catalog records in a way that is browsable, searchable, and filterable.

**Project Impetus and Overview**

A common query received by library personnel is: “Can I show this film in class or on-campus?” To answer that question, one must look to copyright law and agreements between the licensor and the licensee that govern the use of the content. For content not in the public domain, Section 110(1) of the Copyright Act provides an exception for showing films in class, and Sections 107 (Fair Use) and 110(2) (TEACH Act amendment) of the Copyright Act provide legal mechanisms for showing films to online classes, but when it is desired to show film content outside of instructional or personal contexts or when streaming the full length of a film, a license is required. Thus, to meet user demand, the Smathers Libraries needed to document and communicate public performance rights (PPR) and streaming licenses.

This project has three main emphases: User and librarian education; documentation of rights, workflows, and technical processes; and improved discoverability of titles with PPR. To educate library users about copyright for film collections, the scholarly communications librarian created a website and brochure on the topic of “Showing Movies in Class and On Campus” (Fruin, 2016). Users with basic questions about PPR can be referred to these resources for accurate and current information, with contact information for library personnel who are also knowledgeable of the topic. She also provided in-house librarian and staff training on copyright, including common license/terms of use language used by vendors. Future training for the acquisitions and collection services department staff and selector librarians to better identify and understand PPR licensing options are currently being planned by the scholarly communications librarian and the acquisitions and collections services management team.

To better communicate PPR for each video purchase, the scholarly communications librarian created a four rights statements to be applied to each video purchase in order to better track licenses acquired. Each video was assigned one of the following four rights statements:

- This film is free of copyright and other restrictions and may be shown or digitized without additional permission or license.
- Public performance rights were purchased with this film. This film may be shown so long as no admission is charged and the film is shown on the University of Florida campus.
- Public performance rights were purchased with this film. This film may be shown publicly for educational or noncommercial (no admission fee charged) purposes.
- This film may be used for personal or classroom teaching only. No public performance or streaming of this film without license or permission. Please
consult with your library liaison for more information on the availability of licensing.

Acquisitions staff created reports of title, order record, invoice, and vendor data on DVD purchases from 2005–2016. The scholarly communications librarian applied codes to the report, associating rights statements to over 9,000 DVDs. This process frequently involved going to vendors’ websites to determine which purchasing/licensing option had been selected for a title or set of titles from a given vendor. Licenses for streaming video collections, including patron-driven and evidence-based acquisitions plans, were also reviewed. Only one streaming vendor license expressly addressed PPR. Two other vendors, upon direct query, indicated that PPR rights were included with their content, but explicit terms were not present in the license. Acquisitions and collections services personnel are currently working with those vendors to update license documents to clearly include these rights. To increase discoverability of PPR and licenses, the project team integrated rights statements into catalog metadata to allow users to search for DVDs in the collection with PPR by innovating upon techniques that had been developed at the other institutions, as discussed previously.

Workflows between Acquisitions and Collections Services and the Cataloging and Discovery Services Departments were updated to ensure all future DVD and streaming video acquisitions are assigned PPR rights statements. Analysis of the data from the assignment of rights to acquisitions records not only provided insight into previously inaccessible purchasing habits but also reaffirmed the importance of tracking PPR licenses and informed future collections planning. The project team is also currently developing an internal emerging technology grant proposal to adapt an open source discovery layer geared toward improved video discovery for users and clearly stated and easily discoverable PPR information.

Acquisitions and Collections

PPR licenses are offered to academic libraries by several vendors and distributors. These rights are can be included in the purchase of a DVD/Blu-ray disc or through licensing streaming videos (either hosted by the vendor or a digital file the library must securely host). The Smathers Libraries licensed PPR rights with 128 unique library vendors, film distributors, and independent filmmakers for DVD from July 2005 through June 2016. At least three major streaming video providers to academic libraries also include PPR in their license agreements. Analysis of the acquisitions data and licensing terms for the DVD collection proved quite interesting and provided insight into the total PPR spend, as well as the libraries’ spending history on videos in general.

Between 2005 and 2016, 9,384 DVDs were purchased at a total cost of $498,440. Only 1,181, or 12.5% of the total purchased, included PPR licensing; however, PPR DVDS cost the Libraries $241,429, which was 48.4% of total DVD spend. The fact that such a large percentage of funds spent on DVDs went to such a small percentage of DVDs purchased was quite shocking to acquisitions staff and collections managers. The PPR collection spans across five branches of the Smathers Libraries, with the largest number of titles located in Library West, the Humanities and Social Sciences library. A significantly smaller number are housed in the Latin American and Caribbean Collection, the Architecture and Fine Arts Library, the Education Library, and the Health Science Center Library (in descending order). Over 17,000 streaming videos included in PDA or EBA plans have been so far been identified as “purchased with PPR” titles, with other providers’ licenses being reviewed. The cost of the PDA/EBA plans for two fiscal years was $40,000. The amount spent on PDA/EBA streaming videos, compared to DVD purchases, seems to indicate that use driven acquisitions plans for streaming video content may be the most cost-effective method of providing access to PPR videos. The Smathers Libraries are working with one vendor to ensure PPR terms are clearly reflected in the license and are pursuing signing an updated license with another streaming video vendor that would add several thousand more videos to the Libraries' PPR collection. Although spending on DVDs, including those with PPR, has decreased significantly at the Smathers Libraries, especially since 2012, thousands of dollars were spent on DVD PPR licenses in 2015 and 2016. As a percentage of total video spend, the libraries have spent increasingly more on streaming videos since 2010, with streaming video spend outpacing DVD spend starting in 2014.

Workflows

Documentation of PPR and streaming licenses required new workflows for the departments of
Acquisitions and Collections Services (Acq) and Cataloging and Discovery Services (CatDS). For all current and future requests of DVDs and streaming video, acquisitions personnel will determine PPR for the title using a vendor PPR matrix. The matrix was created using vendor PPR information from previously purchased titles, current license agreements, and PPR information retrieved from vendor websites. All current and previous vendors were assigned codes based on determined PPR statements. The codes, which are mapped to the rights statements discussed previously for display in the catalog and tracked in spreadsheets, are:

- No known copyright restrictions (public domain);
- Campus-wide viewing rights (no admission fee);
- Any location viewing rights (no admission fee); and
- Personal or classroom use only.

Upon purchase, notes are entered into the order record to identify those with included PPR. For DVDs, once a title is received, acquisitions personnel fills in necessary PPR information on a flag, which is included with the DVD and sent to CatDS personnel for cataloging. Based on the flag notes, necessary PPR information is added to the bibliographic record by CatDS personnel. For individual streaming video purchases (non-PDA/EBA), appropriate PPR information is relayed with the title and order information to CatDS for cataloging.

**Metadata and Discovery**

Having documented public performance rights for the Smathers Libraries’ film collections, the next step was to make this information available to, and discoverable by, users. Two pieces of information were added to the library catalog as a batch-update for retrospective acquisitions, and going forward, as a part of the cataloging workflow discussed previously:

1. Public performance rights statements, which make it transparent to users what films they can show and how they can show them. These values are placed in the machine-readable cataloging (MARC) 540 field, the “Terms Governing Use and Reproduction Note.”

2. A UFPPR code, placed in a MARC 599, “Local Note” field, for titles with public performance rights. This code allows custom searches to filter for materials with PPR. For example, one can create a canned search to browse all titles with PPR or perform advanced searches for titles with PPR using Boolean and logic.

The UFPPR code also enables the ability to create a custom search box targeting films with public performance rights. The custom search box allows users to search for titles with PPR without having to know about our coding system (O’Dell, 2016). On the front end, the user enters search terms, and on the back end, JavaScript concatenates their search terms with the UFPPR code, generates a search URL, and then reassigns the window location to search results in the library catalog. The script for the custom search box is lightweight and can be used as needed to aid in discovery and/or instruction, for instance, on the libraries’ website and LibGuides.

```html
<html>
  <body>
    <script>
      function ufppr() {
        ufppr=document.getElementById("ufppr").value;
        begin="http://uf.catalog.fcla.edu/uf.jsp?ADV=S&ti=UFPPR&k1=kw&op1=a&t2=;";
        end="ufppr";
        result=begin.concat(ufppr);
        window.open(result);
      }
    </script>
    <h1>Search for videos with public performance rights</h1>
    <p><input type="text" id="ufppr"> <button onclick="javascript:ufppr()">Search</button></p>
  </body>
</html>
```
The custom search box provides a streamlined search experience by allowing users to browse for videos requires more development. Enter the UDV browser (GitHub, 2014): a custom discovery layer developed at the University of Miami Libraries to browse video collections in creative ways. UDV is built using Project Blacklight. It integrates bibliographic metadata and circulation information—such as item availability and due dates—with extra metadata about films from the IMDB API and reviews and ratings from the Rotten Tomatoes API. UDVD offers different browsing modules by genre, language, date, country, and more.

To offer users a better browsing experience for film collections, the project team plans to implement the open-source UDV browser (GitHub, 2014) at the University of Florida, re-branded as “ChomPix,” in honor of the school’s Gator mascot. The project team is in the process of applying for an internal libraries’ grant to add UDV modules for browsing by rights and for viewing streaming video content directly from within the interface. If successful, the code for this UDV implementation will be available on GitHub for anyone to use and/or expand.

Conclusion

User demand and usage make videos an important format for academic libraries to deliver, but to make videos most usable, libraries need to document and deliver access to public performance and streaming rights. Through a collaboration between acquisitions, scholarly communications, and cataloging personnel, this project added user-friendly rights statements for video holdings to the library catalog. The workflows developed allow the library to track purchases of public performance and streaming licenses, while users can search, browse, and filter by rights, which helps them discover ways that they can use, show, and re-purpose video content. The next step will be to develop a customized discovery interface, designed especially for browsing video content and rights.

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