

Feb 5th, 9:00 AM - 11:00 AM

## Building User Services with OCLC's WorldCat Local

Al Cornish  
*Washington State University*

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Cornish, Al; Zhu, Lihong; and Johnson, Corey, "Building User Services with OCLC's WorldCat Local" (2010).  
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# Building User Services with OCLC's WorldCat Local

Washington State University Libraries

Al Cornish, Head of Library Systems  
Lihong Zhu, Head of Technical Services  
Corey Johnson, Head of Library Instruction

Online Northwest 2010

The Summit Catalog Committee has been working hard this winter to address its 2006-07 charge. The Steering Team formed four working groups this fall, each focusing on an aspect of the SCC charge. The Committee will be meeting as a whole for its annual meeting on March 12<sup>th</sup> to review the findings of the working groups and discuss potential actions. Below, I will briefly discuss the progress made by the working groups on four components of our charge.

- **Summit Data Harvesting/Google Link to Summit:** SCC's data harvesting working group is currently surveying S Document Task Force on their data ne work on the Google Scholar linking pro requires regular data extraction from S Innovative regarding the data harvestin says that they are interesting in workin as an API and/or XML exports, but we group will produce a report with recom
- **Summit Search Interface (Next Gene** interface working group has investigate

## Implementing next generation catalogs on Innovative systems

Kyle Banerjee  
Orbis Cascade Alliance

### Next Generation Summit General R

Introduction .....	
Next Generation Catalog: Definition and goals .....	
How do 'we' define "next generation" .....	
Current Next Generation Options .....	
Option: Encore Co-Development .....	
Summary .....	4
Option: Commercial Software not provided by Innovative Interfaces .....	4
Grokker .....	4
AquaBrowser .....	5
Endeca ProFind .....	6
Summary .....	6

# Proposed Timeline for FY09 Price



- January Kick-off meeting at ALA midwinter
- February One-hour group webinar identifying information needed to complete configuration
- March Libraries gather needed information and complete web form
- March/April OCLC completes library configuration and sets up trial WorldCat Local instance
- April Library places order
- April/May Library conducts acceptance testing and OCLC makes necessary changes
- June 30 OCLC invoices library when library accepts the service
- July 1... Go live with WorldCat Local

from Orbis Cascade Alliance's *Next Generation Summit Search Interface Working Group: General Recommendations* (2007)

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Over the past five years, the library community has seen a gradual erosion of its place within the information ecosystem. New content providers such as Google, Yahoo! and Amazon have started to encroach into spaces traditionally occupied by libraries. For the first time, libraries are no longer the proverbial big fish in the information pond and have been forced to co-exist and re-evaluate their place within the current environment. Library patrons have found new sources of information and have been introduced to tools that actively encourage or require user interaction. These tools encourage community building, plugging users into groups that share their interests or learning styles. Likewise, these new services have served to shine a spotlight on the library community and its information systems. Both the library community and its patrons have been able to see clearly how woefully unprepared our current integrated library systems are at present to participate in this new user environment.

The integrated library system presents an interesting dilemma. On one hand, the public catalog represents one of the library community's greatest achievements. On the other, as we move forward with legacy systems developed primarily by proprietary vendors with little user feedback, the integrated library system is quickly becoming one of the library community's greatest liabilities. Current integrated library system software and services are designed for a different time – primarily 5-10 years ago when few services mattered outside of the OPAC. But times have changed. Patrons, researchers – all are calling for a more usable catalog and greater access to the underlying metadata. These users struggle with our current-generation integrated library systems and the current model of a black box that

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### Project overview & activity

[New message](#) | [New to-do list](#) | [New milestone](#) | [New file](#)

#### Upcoming Milestones

Due in the next 14 days

Wed	Thu	Fri	Sat	Sun	Mon	Tue
TODAY	Jan 21	22	23	24	25	26
		<a href="#">Databases - Add NetLibrary as a centrally-indexed database that's selected by default</a> <a href="#">Databases - Add the first set of centrally-indexed databases that require authentication outside of</a>				
27	28	29	30	31	1	2

MONDAY, 18 JANUARY 2010

**File** [searchingDatabasesWsuWorldcatSandbox.doc](#) Uploaded by Al C.

**Message** [making dbs beyond WorldCat.org available in WSU WorldCat](#) Posted by Al C.

WEDNESDAY, 13 JANUARY 2010

**File** [searchingDatabasesWsuWorldcatSandbox.doc](#) Uploaded by Al C.

**Message** [Updated documentation for searching non-WorldCat.org databases in sandbox site](#) Posted by Al C.

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[Turn on email updates](#) to receive a daily digest notifying you of any to-do items or milestones that were added or completed in the last day.

[Project RSS feed](#) (What is RSS?)

### People on this project

#### Washington State University Libraries

Al Cornish  
You are logged in right now

Lihong Zhu  
Latest activity about 23 hours ago

Corey Johnson  
Latest activity 8 days ago

Bob Pringle  
Latest activity 22 days ago

Leslie Wykoff  
Hasn't logged in recently

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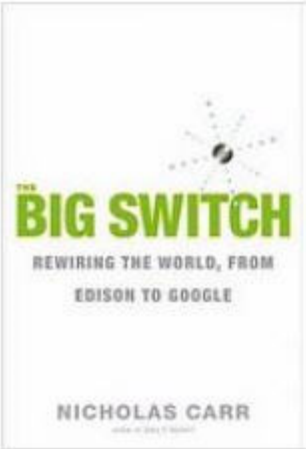
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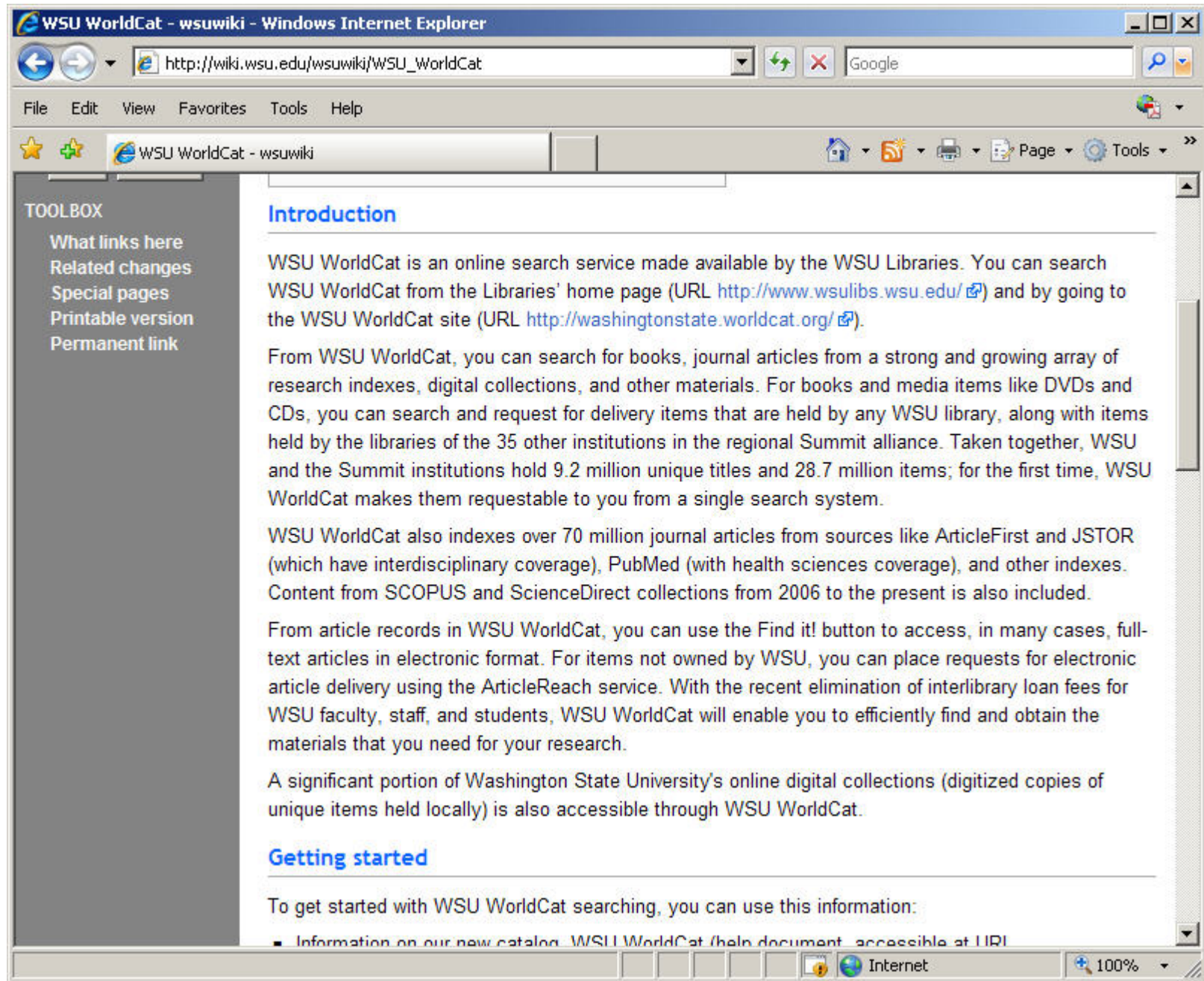
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# WorldCat Local Impact Summary

*at the University of Washington*



Total ILL Borrowing Requests Received		
May-April		
2006	2007	% Difference
15,597	34,778	123%

ILL Requests Filled by ILL		
May-April		
2006	2007	% Difference
10,457	19,168	83%

ILL Fill Rate	
May-April	
2006	2007
67%	55%

% ILL Requests Filled by UW/Summit Copy	
May-April	
2006	2007
19%	19%

CDC names H1N1 vaccine priority groups (Article, 2009) [Washington State University Libraries] - Mozilla Firefox

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## CDC names H1N1 vaccine priority groups

Author: [Kuehn B.M.](#)

Edition/Format: Article : English

Publication: [JAMA - Journal of the American Medical Association](#), v302 n11 (2009 09 16): 1157-1158

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**Title:** CDC names H1N1 vaccine priority groups  
**Source:** JAMA [0098-7484] Kuehn yr:2009 vol:302 iss:11 pg:1157 -1158



### Full Text

Full text provided by **American Medical Association**

Year:  Volume:  Issue:  Start Page:  **GO**

- ▶ Available from 1998
- ▶ Available to WSU all campuses

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Year:  Volume:  Issue:  Start Page:

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JAMA -- CDC Names H1N1 Vaccine Priority Groups, September 16, 2009, Kuehn 302 (11): 1157 - Mozilla Firefox

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Vol. 302 No. 11, September 16, 2009 [TABLE OF CONTENTS >](#)

**Medical News & Perspectives**

## CDC Names H1N1 Vaccine Priority Groups

Bridget M. Kuehn

JAMA. 2009;302(11):1157-1158.

**Since this article does not have an abstract, we have provided the first 150 words of the full text and any section headings.**

Pregnant women, household contacts of infants younger than 6 months, health care and emergency services personnel, individuals between 6 months and 24 years, and those aged 25 years or older with underlying conditions that put them at high risk of complications from influenza should be at the front of the line when a vaccine for the currently circulating novel H1N1 influenza virus becomes available, according to advisors to the US Centers for Disease Control and Prevention (CDC).

During a special meeting of the Advisory Committee on Immunization Practices (ACIP) in late July,

**JAMA**

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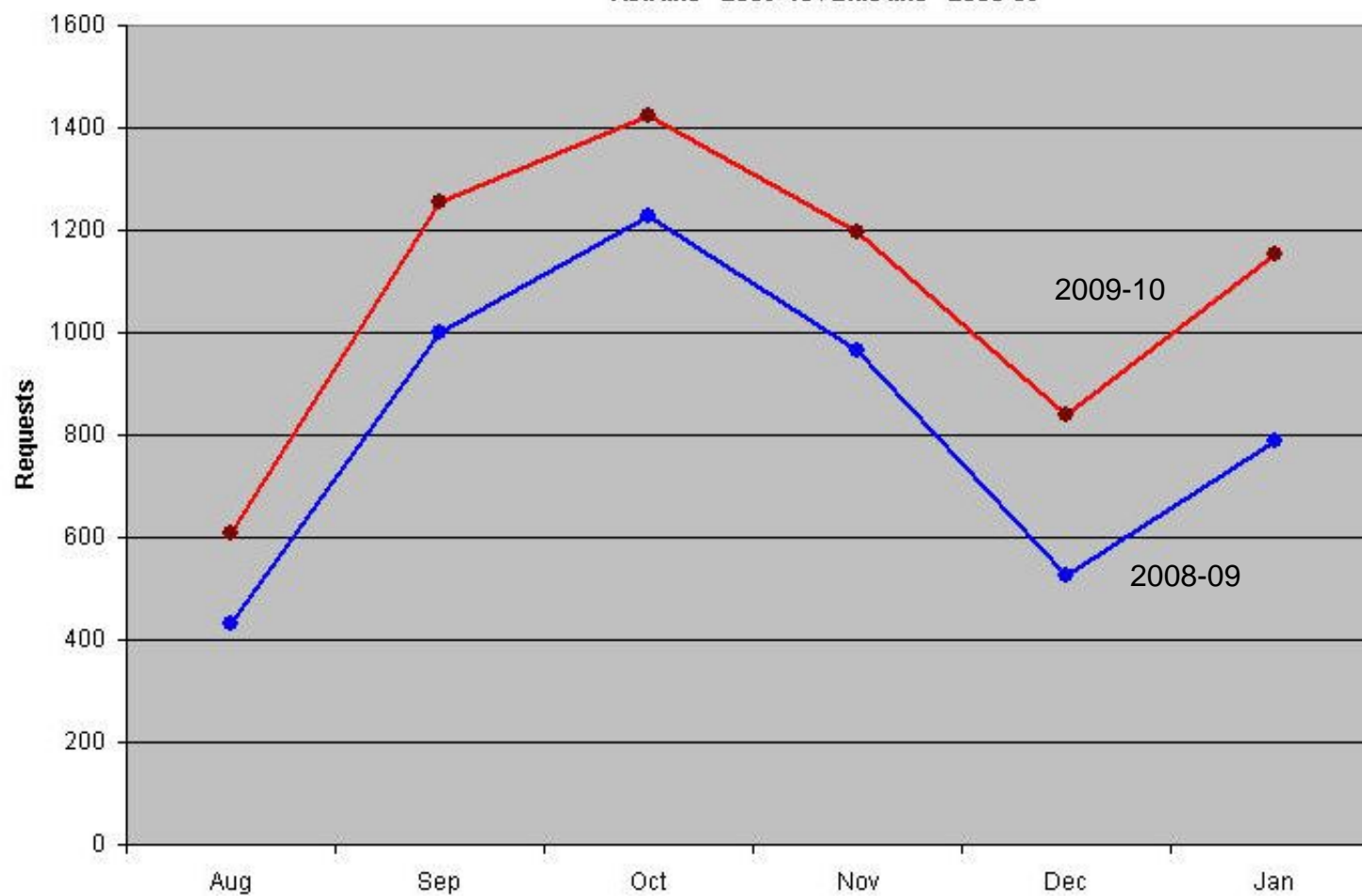
- Pediatrics
- Neonatology and Infant Care
- Immunization
- Women's Health
- Pregnancy and Breast

Transferring data from sdc.ama-assn.org...

### WSU article requests (ArticleReach, Rapid) / 2009-10 vs 2008-09 tracking

last updated: February 2, 2010

Red line - 2009-10 / Blue line - 2008-09



## Number of Search Results Report

Reporting Date: Fri. 1 Jan. 2010 - Thu. 28 Jan. 2010

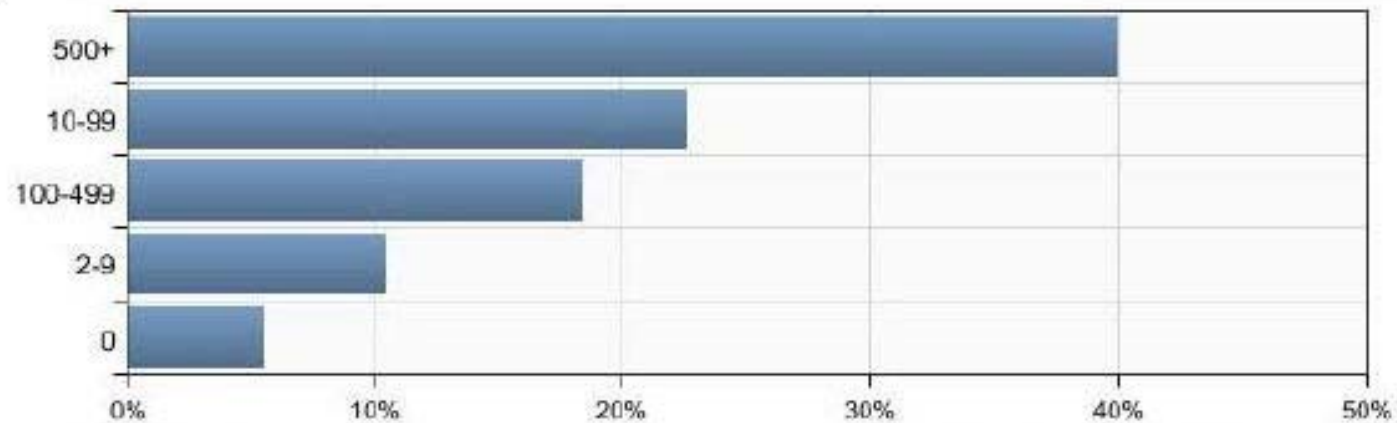
Correlation Filter: None

Search: None

Graph: Percentages

Number of entries requested: 50

### Graph



Number of Search Results

Fri. 1 Jan. 2010 - Thu. 28 Jan. 2010

■ Page Views

Graph Generated by SiteCatalyst using Report Accelerator at 9:01 AM PST, 29 Jan 2010

### Details

	Number of Search Results	Page Views	
1.	500+	21,031	40.0%
2.	10-99	11,915	22.6%
3.	100-499	9,704	18.4%
4.	2-9	5,514	10.5%
5.		2,888	5.5%
6.	1	1,565	3.0%
	Total	52,617	



### Management Information on Public Catalog Searches

Search Results for User Keyed Searches		
From Tuesday January 05 03:00AM, to Friday January 29 03:00AM		
	Number Done	Percent Done
Searches Retrieving 1 Record	142,923	70.74%
Searches Retrieving 2 to 8 Records	20,174	9.99%
Searches Retrieving 9 to 30 Records	8,791	4.35%
Searches Retrieving 31 to 99 Records	6,263	3.10%
Searches Retrieving 100 to 499 Records	5,090	2.52%
Searches Retrieving 500 to 4999 Records	3,130	1.55%
Searches Retrieving 5000 or More Records	821	0.41%
Total Searches Retrieving Records	187,192	92.65%
Total Records Retrieved/Average per Search	18,631,501	99
Searches With No Retrievals	14,851	7.35%
Total Searches	202,043	100.00%

### Indexes Used and Search Results

From Tuesday January 05 03:00AM, to Friday January 29 03:00AM

	Number Done	Percent Done
<a href="#">RECORD NOS</a>	3,912	1.94%
<a href="#">KEYWORDS</a>	8,304	4.11%
<a href="#">KEYWORDS</a>	36,919	18.27%
<a href="#">AUTHORS</a>	7,850	3.89%
<a href="#">LC CALL NUMBERS</a>	3,633	1.80%
<a href="#">LC SUBJECTS</a>	4,099	2.03%
<a href="#">MISC NUMBERS</a>	87	0.04%
<a href="#">GOVT DOC NUMBERS</a>	319	0.16%
<a href="#">ISSN'S</a>	13,002	6.44%
<a href="#">GENRES</a>	16	0.01%
<a href="#">LOCAL CALL NUMBERS</a>	2,715	1.34%
<a href="#">DEWEY CALL NUMBERS</a>	121	0.06%
<a href="#">OCLC NOS</a>	79,209	39.20%
<a href="#">PROF/TA</a>	1,055	0.52%
<a href="#">COURSES</a>	2,965	1.47%
<a href="#">TITLES</a>	36,974	18.30%
<a href="#">PROVIDERS</a>	73	0.04%
<a href="#">Other</a>	790	0.39%
<b>TOTAL</b>	<b>202,043</b>	<b>100.00%</b>

### Indexes Used and Search Results

From Tuesday January 05 03:00AM, to Friday January 29 03:00AM

	Number Done	Percent Done
<a href="#">RECORD NOS</a>	3,912	1.94%
<a href="#">KEYWORDS</a>	8,304	4.11%
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<a href="#">TITLES</a>	36,974	18.30%
<a href="#">PROVIDERS</a>	73	0.04%
<a href="#">Other</a>	790	0.39%
TOTAL	202,043	100.00%

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Searches Retrieving 2 to 8 Records	20,174	9.99%
Searches Retrieving 9 to 30 Records	8,791	4.35%
Searches Retrieving 31 to 99 Records	6,263	3.10%
Searches Retrieving 100 to 499 Records	5,090	2.52%
Searches Retrieving 500 to 4999 Records	3,130	1.55%
Searches Retrieving 5000 or More Records	821	0.41%
Total Searches Retrieving Records	187,192	92.65%
Total Records Retrieved/Average per Search	18,631,501	99
Searches With No Retrievals	14,851	7.35%
Total Searches	202,043	100.00%

202,043 total searches – 79,209 machine searches =  
122,834 human Millennium Web OPAC searches

14,851 searches with no retrievals / 122,834 = **12% of  
human WSU Millennium Web OPAC searches return  
zero results**

Washington State University Library Catalog - Windows Internet Explorer

http://griffin.wsu.edu/search/?searchtype=Y&searcharg=amazon+kindle&SORT=D&searchscop Google


File Edit View Favorites Tools Help

Washington State University Library Catalog

Washington State University Libraries

LOG IN Help New Search Advanced Search Stack Chart


Keyword	Title	Author	Subject	Author/Title	LC Call #	ISSN/ISBN #	US Docs #	Local #	Dewey #	Other/Mi
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Simple Keyword Search 

**NO ENTRIES FOUND**



Type the keyword(s) in the box below, then hit Enter or click the Search button to perform the search.

amazon kindle View Entire Collection 

**Search Tips**

Internet 100%

Washington State University Library Catalog - Windows Internet Explorer

http://griffin.wsu.edu/search/?searchtype=Y&searcharg=amazon+kindle&SORT=D&searchscope=12


File Edit View Favorites Tools Help

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LOG IN Help New Search Advanced Search Stack Chart


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Simple Keyword Search 

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Type the keyword(s) in the box below, then hit Enter or click the Search button to perform the search.

amazon kindle View Entire Catalog 

**Search Tips**

Phrase Searches "world health"

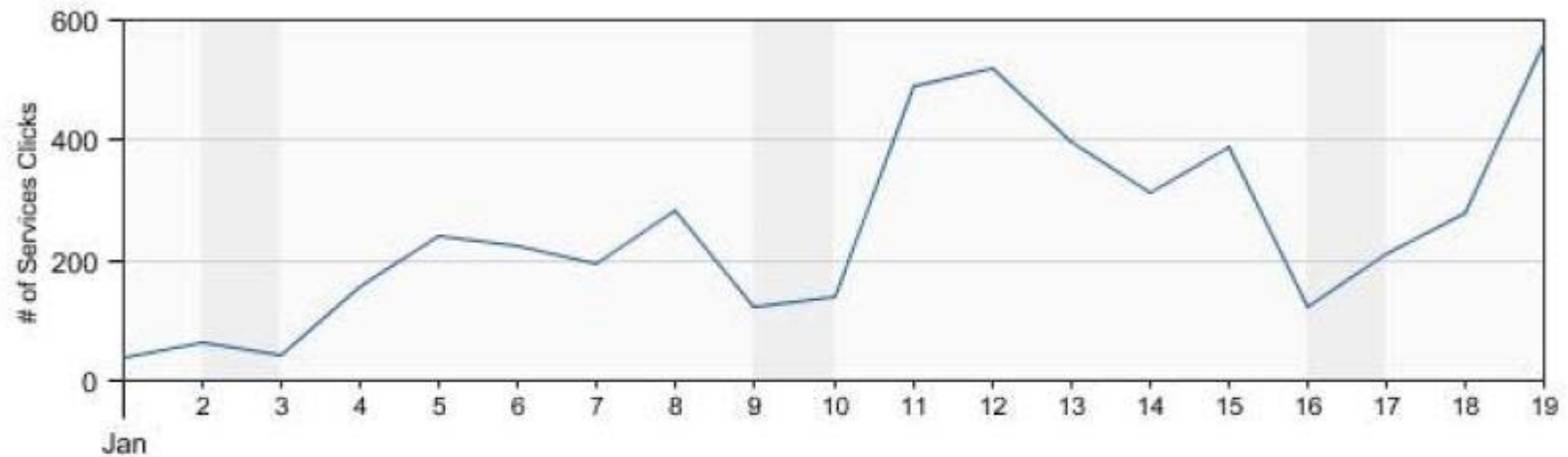
Internet 100%

## # of Services Clicks Report

Reporting Date: Fri. 1 Jan. 2010 - Tue. 19 Jan. 2010

Smoothing Applied: None

### Graph



Fri. 1 Jan. 2010 - Tue. 19 Jan. 2010

■ Selected Period

Graph Generated by SiteCatalyst using Report Accelerator at 3:11 PM PST, 20 Jan 2010

### Details

Date	# of Services Clicks
1. Jan 1, 2010	36
2. Jan 2, 2010	62
3. Jan 3, 2010	41
4. Jan 4, 2010	155

## Page Summary Report

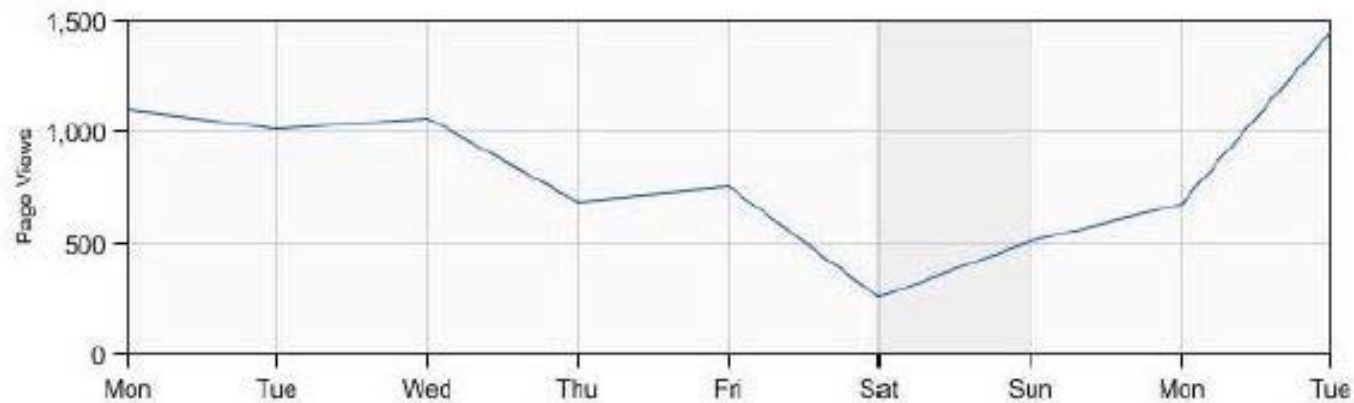
Reporting Date: Mon. 11 Jan. 2010 - Tue. 19 Jan. 2010

Selected Page: Detailed Record

### Navigation

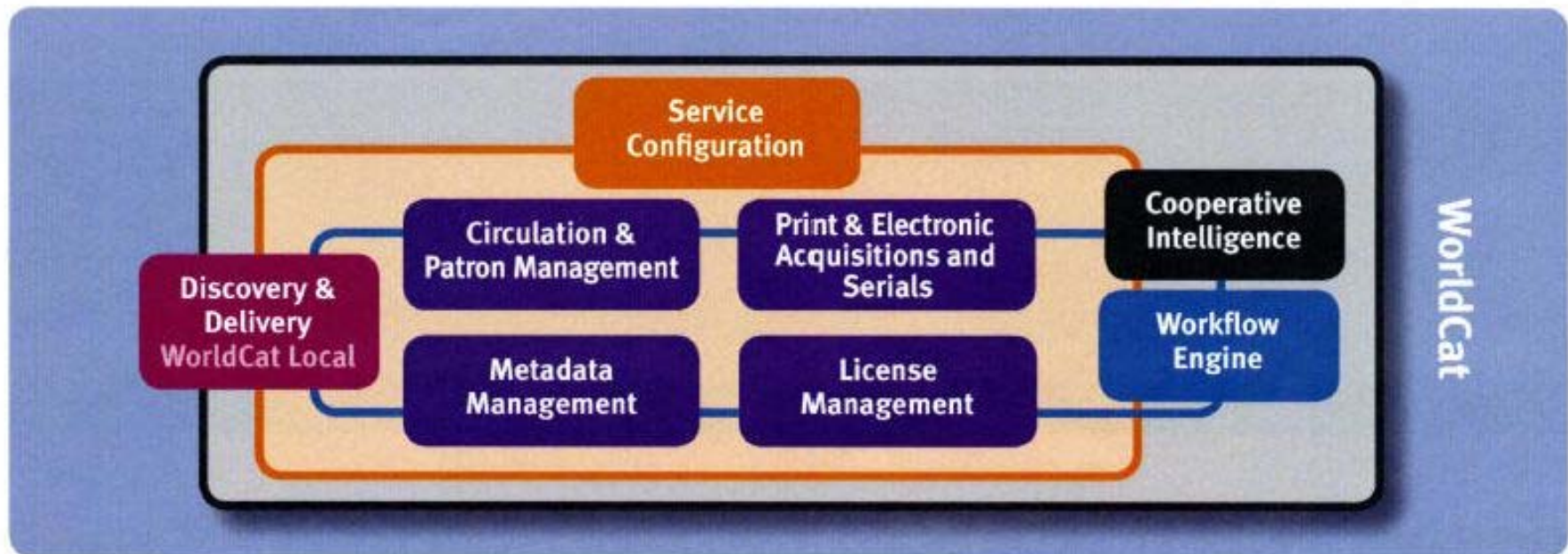


### Graph





## How the Web-scale Management components fit together



# *Direct Impacts of WCL on Technical Services*

1. Catalog at the network-level
2. Maintain OCLC holdings; have as many as possible your collections represented in OCLC
3. Index OCLC numbers in III online catalogs
4. Each serial bib needs to have check-in
5. Change policies and procedures to meet the needs of WCL
6. Reevaluate how to provide access to e-resources

## *Training staff to catalog at the network level*

- Think at the network-level
- Stop local customization as much as possible
- Devote more time on improving OCLC master records: enhancement/enrichment
- Send error reports to OCLC to correct mistakes in OCLC master records
- Review workflow

# *Getting III-Based Online Catalog Ready for WCL*

- Have as many as possible your collections represented in OCLC
- Keep WSU holdings in OCLC WorldCat up to date
- Review OCLC number index
- Add check-in to serials

# *Changing Local Cataloging Policies and Procedures*

- Single vs Separate record approach for cataloging e-resources
- Local customization
- Attach holdings in OCLC as early as possible in the copy cataloging process
- Recon
- Provide access to e-resources

# Collaborating with other WSU Libraries departments

- Complete WSU WorldCat configuration
- Review current cataloging practice
- Identify special considerations for Griffin
- Provide access to electronic resources
- Troubleshoot display problems
- Provide background knowledge for Griffin and OCLC
- Change the culture to work at the network level
- Provide training

## WSU WorldCat

# Public Services Advantages

- No switching between the local catalog, Summit and WorldCat (more discovery)
- Articles and books in one search
- More comprehensive record information
- Each item clearly marked for format
- Expansive set of limiters (many formats)
- Robust social networking features
- Single search box and book covers (Google/Amazon like experience)

## WSU WorldCat

# Public Services Disadvantages

- Slow (new server for local OPAC)
- Need to run two versions of the catalog
- System missing records for local collections, and local notes
- No KWIC, searches retrieve hits from masked fields
- No search by local library, reference sections, call number or title (left-anchor searching)
- No online stack chart/maps (partially resolved)
- Beyond OCLC article databases, other indexes may mean weak metasearching



## WSU WorldCat

# Public Services Disadvantages (cont'd)

- No terms of usage, including copyright
- No “jump to page” function in search results
- Constantly changing
- No virtual shelf or subject heading browsing

## WSU WorldCat

# Key Questions to be Answered

- Which WSU catalog is used most and why?
- How are people using post search facets?
- How will searching across multiple databases work efficiently and effectively?
- How quickly will a new ILS will be deployed?
- How quickly will local collections be added?
- What impact will the introduction of WSU WorldCat have on the Libraries' budget?
- If and how are patrons using the social networking features?

# Presentation slides

- See URL <http://hdl.handle.net/2376/2313>