

# Status Line



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## Table of Contents

October 2004

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### GENERAL INFORMATION

3-5

#### Info Bits

Important Retirement Dates for OCLC Products .....	3
Calendar of Events .....	3
Nylink Staff .....	3
OCLC Introduces OPUS: Online Product Usage Statistics .....	4
Upcoming Nylink Training Calendar for October, November and December .....	5

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### COLLECTIONS AND TECHNICAL SERVICES

7-8

New PromptCat Vendor: Missing Link .....	7
New Release of WebDewey .....	7
Implementation of AACR2, 2004 Update .....	8

---

### INFORMATION TECHNOLOGY

9-10

The Fedora Project: An Overview .....	9
---------------------------------------	---

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### REFERENCE SERVICES

11-14

#### Cooperative Services News

Coop News – October 2004 .....	11
--------------------------------	----

#### OCLC FirstSearch News

FirstSearch Content (Databases and E-Journals) .....	12
FirstSearch Administrators Heads-Up .....	13

#### OCLC QuestionPoint News

QuestionPoint News: New Features Planned for the October 2004 Update ...	14
--	----

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### RESOURCE SHARING

15-16

#### Union Listing Topics

OCLC Announces Plans Regarding Union Listing Migration and Passport Software .....	15
Explore OCLC's Batch LDR Updating Service.....	15

#### Interlibrary Loan Topics

Introducing OCLC WorldCat Resource Sharing .....	15
FirstSearch Staff View Basics: An OCLC Tutorial .....	16

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**Please note:  
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## GENERAL INFORMATION

### INFO BITS

#### IMPORTANT RETIREMENT DATES FOR OCLC PRODUCTS

- May 1, 2005:** OCLC will retire ILL Web, Passport for ILL and ILL ME, as well as Passport for Cataloging. All users of these interfaces must migrate to WorldCat Resource Sharing or to OCLC ILLiad 7.0.
- June 2005:** OCLC will retire Passport union listing functionality. Those who use Passport for Union List activities must migrate to other interfaces.
- July 1, 2005:** OCLC will retire CatME, CJK and Arabic interfaces. All users of these interfaces must migrate to the Connexion browser or Connexion client.

More information on product migration can be found on the OCLC web site:

Cataloging Migration: < <http://www.oclc.org/connexion/> >

WorldCat Resource Sharing Migration: < <http://www.oclc.org/ill/migration/default.htm> >

#### **Nylink Staff Can Help!**

If you would like to discuss your options or get assistance in planning your migration from the retiring interfaces, please contact Nylink, at 800 342-3353 or 518 443-5444. Also be sure to check out upcoming Nylink training at < <http://nylink.suny.edu/training.htm> >.

### CALENDAR OF EVENTS

#### **Nylink Information Showcase**

Hotel Pennsylvania  
New York, New York  
November 9, 2004

#### **Nylink Closed**

Veteran's Day • November 11, 2004  
Thanksgiving Holiday • November 25-26, 2004  
Winter Holiday • December 24, 2004  
New Year's Eve • December 31, 2004  
Martin Luther King, Jr. Day • January 17, 2005  
President's Day • February 21, 2005  
Memorial Day • May 30, 2005

#### **Nylink Annual Meeting**

The Gideon Putnam Hotel  
Saratoga Springs, New York  
May 4-5, 2005

Visit our web site  
< <http://nylink.suny.edu> >  
for current information.

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## OCLC INTRODUCES OPUS: ONLINE PRODUCT USAGE STATISTICS

OCLC is very pleased to announce the introduction of a new online OCLC Product Usage Statistics Report (OPUS), which will replace the printed MUTRS Monthly Usage and Trends Reports. Distribution will begin with September's usage data and become available this month (October 2004) on OCLC's Product Services Web.

Here are some highlights of OPUS:

- Distributed electronically to institutions via OCLC's Product Services Web.
- Product code usage statistics for the current and previous fiscal year.
- Downloadable to Excel spreadsheets and Access databases.
- All-inclusive -- contains usage statistics for all product codes where usage has occurred.
- Produced monthly.
- Produced for each institution.

Nylink's members have been receiving the MUTRS Monthly Usage and Trends Reports on a semiannual basis. These reports provided a semiannual and annual snapshot of their OCLC usage, compared to the previous year's data. Now with OPUS, you will be able to track your usage against the previous year's activity on a monthly basis, and to download, store, and manipulate the data in Excel or Access so that you can create customized reports and usage analysis. Watch for more information on OPUS!

[OCLC – edited by Lauren Pinsley, OCLC Services Manager, Nylink]

## UPCOMING NYLINK TRAINING CALENDAR FOR OCTOBER, NOVEMBER AND DECEMBER

Visit our web site < <http://nylink.suny.edu> > for up-to-date information, course descriptions, directions and online registration. Classes are scheduled through December 2004.

<b>Date</b>	<b>Class</b>	<b>Location</b>	<b>Time</b>
October 26	OCLC QuestionPoint Essentials	Albany	10-4pm
October 27	OCLC QuestionPoint: Enhanced Communications	Albany	10-3pm
October 28	Cataloging Electronic Serials	Binghamton	10-3pm
October 29	OCLC ILL on FirstSearch: New Platform, New Features, New Opportunities	Highland	10-4pm
October 29	Searching OCLC	Rochester	10-4pm
November 2	Strategic Marketing for Academic and Research Libraries - Part I	Albany	10-4pm
November 3	OCLC QuestionPoint Essentials	Rochester	10-4pm
November 3	Strategic Marketing for Academic and Research Libraries - Part II	Albany	10-4pm
November 4	OCLC QuestionPoint: Enhanced Communications	Rochester	10-3pm
November 4	Strategic Marketing for Academic and Research Libraries - Part I	Queens	10-4pm
November 5	Making Sense of Metadata	Syracuse	10-4pm
November 5	Strategic Marketing for Academic and Research Libraries - Part II	Queens	10-4pm
November 8	Making Sense of Metadata	Binghamton	10-4pm
November 12	OCLC ILL on FirstSearch: New Platform, New Features, New Opportunities	NYC	10-4pm
November 15	Connexion Update	webinar	2-3:15pm
Starting			
November 15	Information Technology & Society	online class	5 weeks
Starting			
November 15	Introduction to Networking for Librarians	online class	5 weeks
Starting			
November 15	Web Design for Librarians	online class	5 weeks
Starting			
November 15	User Interface Evaluation and Usability	online class	4 weeks
November 16	Cataloging With the OCLC Connexion Browser	NYC	10-3pm
November 17	Cataloging With the OCLC Connexion Browser	NYC	10-3pm
November 17	OCLC QuestionPoint: Administration	Albany	10-3pm
November 18	OCLC QuestionPoint: An Introduction	webinar	10-12pm
November 19	OCLC ILL on FirstSearch: New Platform, New Features, New Opportunities	Oneonta	10-4pm
December 2	Cataloging With the OCLC Connexion Browser	Highland	10-3pm
December 7	OCLC Resource Sharing Services - What Does the Future Look Like?	webinar	2-3:30pm
December 8	Cataloging Videos and DVDs	Brooklyn	10-4pm
December 9	Using Macros in the OCLC Connexion Client and CatME	Brooklyn	10-4pm
December 9	Introducing OCLC ILLiad Software	webinar	2-4pm
December 10	Cataloging With the OCLC Connexion Client	Highland	10-3pm



## COLLECTIONS AND TECHNICAL SERVICES

### NEW PROMPTCAT VENDOR: MISSING LINK

Missing Link, a library material vendor and bookseller located in Bremen, Germany, is now available as a PromptCat vendor.

Missing Link specializes in importing English language titles for European academic libraries. While their primary markets are academic, research and special libraries, they also serve public libraries. Most of the materials they deliver are from the natural sciences, social sciences, humanities, computer studies, and business studies.

The bulk of Missing Link's business is within Europe, but they also serve quite a few library customers from other continents. Their services could be of interest to U.S. libraries as a single source for a variety of materials from European and other international publishers. They supply books and other materials from Great Britain, Germany, Scandinavia, France, Spain, Italy, Netherlands and other European countries. They also provide materials from Australia, New Zealand, and India. Missing Link has offices in New Jersey (U.S.A.) as well as in Germany, and can offer a reliable and quick supply of U.S. books at U.S. list prices.

Missing Link describes their company as "a committed team of specialists offering libraries personal care and reliability. Librarians will not talk to call centers, but to actual people who know their jobs." They believe that "PromptCat is a unique feature which offers libraries a fantastic tool to save work, time and finally money." The Missing Link homepage is a no-frills web site offering special search features and quick response times (English version: < [http://www.missing-link.de/index\\_en.html](http://www.missing-link.de/index_en.html) >).

Missing Link provides cataloging labels and will also do optional physical processing. Their service team exhibits flexibility in taking into account the special requests of individual libraries. New PromptCat libraries may now sign up with Missing Link as their material vendor. Existing PromptCat libraries may wish to add Missing Link as an additional vendor.

Please contact Lynne Graziadei ([graziadeil@nylink.suny.edu](mailto:graziadeil@nylink.suny.edu)) at Nylink via email or phone (800-342-3353/518-443-5444) for more information.

[OCLC - edited]

### NEW RELEASE OF WEBDEWEY

The August quarterly release of WebDewey (and Abridged WebDewey) features an improved display of Dewey hierarchies, including:

- Improved downward display of DDC hierarchies throughout schedule and table records, particularly the display of records that fall within a particular record's immediate downward hierarchy.
- Double and triple zero subdivisions now appear in the downward hierarchies for schedule and table records. Additionally, when you click on the standard subdivision link in a record's hierarchy, you are no longer routed to the browse view. Instead, the applicable schedule record is displayed. (Note that the Browse button located in schedule and table records continues to offer you the option to browse the Dewey numbers with Captions index at any time.)
- Improved display of upward DDC hierarchies throughout schedule and table records, particularly upward hierarchies that include centered entries, or spans.

Details are available at: < <http://www.oclc.org/dewey/enhancements/enhancement200408.htm> >.

[OCLC - edited]

## IMPLEMENTATION OF AACR2, 2004 UPDATE

The Library of Congress announced that its catalogers began applying new and changed rules from the 2004 Update to AACR2 on September 1, 2004.

For subscribers to LC's *Cataloger's Desktop*, the 2004 AACR2 Update and its related *Library of Congress Rule Interpretations* (LCRIs) will be available on that date. The Cataloging Distribution Service has distributed printed copies of the LCRIs.

A list of the changes in the 2004 AACR2 Update has been posted on LC's Cataloging Policy and Support Office web site < <http://lcweb.loc.gov/catdir/cpso/2004upd.html> >.

OCLC recommends that member libraries begin applying these new and changed rules on that date. To purchase copies of the update from ALA Publishing, please visit the ALA website at < <http://www.alastore.ala.org/> >.

[OCLC - edited]

### **Collections & Technical Services Contact Information**

Please contact Lauren Pinsley ([pinsleyl@nylink.suny.edu](mailto:pinsleyl@nylink.suny.edu)), Lynne Graziadei ([graziadeil@nylink.suny.edu](mailto:graziadeil@nylink.suny.edu)) or Mary Edgerton ([edgertonm@nylink.suny.edu](mailto:edgertonm@nylink.suny.edu)) via email or phone (518-443-5444/800-342-3353) for more information.

# INFORMATION TECHNOLOGY

## THE FEDORA PROJECT: AN OVERVIEW

### What is the Fedora Project?

The original operating system "Red Hat Linux" has matured into two separate entities, *Red Hat Enterprise Linux* and *The Fedora Project*. The Fedora Project is an openly developed project designed by Red Hat. The Fedora Project has a goal to work with the Linux community to create a complete, general-purpose operating system exclusively from open source software. The development of the software is being done in Public forums. For more information, visit < <http://fedora.redhat.com/> >.

The release interval for The Fedora Project is 4-6 months. The Red Hat engineering team leads in building Fedora Core and invite & encourage more outside participation more than ever before. Each successive release will allow users to upgrade their previous installation without having to re-install; saving a lot of user time in re-configuring. The major difference between The Fedora Project and Red Hat Linux is that The Fedora Project uses *time-based releases*, rather than *stability-based releases*. How is that useful for you? It will let you stay on the cutting edge of Linux development.

Visit < <http://fedora.redhat.com/about/rhel.html> > for a detailed comparison of the Fedora Project to Red Hat Enterprise Linux. Basically, The Fedora Project is like a beta test that is ever ongoing toward the development of Red Hat Enterprise Linux. As stated at < <http://fedora.redhat.com/> >, it is a proving ground for new technology that may eventually make its way into Red Hat products.

### What are the Objectives of Fedora?

The main objective of the Fedora Project is to create a complete general-purpose operating system from open source software, with capabilities equivalent to competing operating systems, built for and by a community.

The Fedora Project aims at promoting rapid adoption of new releases by maintaining easy upgradeability, with minimal disturbances to configuration changes.

Other objectives of The Fedora Project can be found at: < <http://fedora.redhat.com/about/objectives.html> >.

Being a student myself I have realized that open source software can give the users an opportunity to explore and to learn while experimenting. As a part of one of my operating system projects, we decided to try out something different and we made some changes to the Linux kernel so it logs some extra user information by tracing the system calls. We were able to learn operating system concepts in a better way just because of the flexibility provided by Linux.

### Is Fedora Suitable for You?

If you're a user of Red Hat Linux or a newcomer looking for an alternative to Microsoft Windows, The Fedora Project may be for you. Red Hat Linux is moving toward a different goal as a provider of a more commercially oriented and supported software solution, but you'll find that The Fedora Project incorporates a superset of Red Hat's new product, Red Hat Enterprise Linux (RHEL).

Since RHEL will be derived from the Fedora Project, you'll be able to enjoy the latest and most technologically advanced version of Linux available, fully tested and packaged by Red Hat's engineers.

At this point, a question might arise in your mind, "Should one buy The Fedora Project or RHEL from Red Hat?" The answer should be pretty simple. If you are a home user or a business user who does not require extremely high availability of your computer system, then The Fedora Project is perfect for you.

If you are an enthusiast who wants to have the latest and greatest technology at your fingertips, then The Fedora Project is for you. If you're looking for an operating system that can replace Microsoft Windows on your desktop, then, again, The Fedora Project is for you.

If, however, your computers are servers in a business environment where uptime and stability are absolutely essential, then you may want to consider RHEL.

### **What comes with Fedora?**

Each release of The Fedora Project will incorporate new technology and software developments so the software titles and utilities listed below may change in future releases.

**Apache Web Server** - Apache is a Web server that hosts web facilities on the computer.

**MySQL** - This is a secure database server that stores and serves database information for deployment over the web and locally over an intranet.

**OpenOffice** - OpenOffice is a productivity suite like Microsoft's Office suite and does the same things that MS Office does. It has a word processor, spreadsheet creation software, presentation software, finance software and many other tools as well.

**Mozilla** - Mozilla is an open source web browser that works every bit as well as Microsoft's Internet Explorer. It also has a *Composer* program that allows you to create web pages using a graphic interface just like Microsoft's Front Page.

**Other Internet Software** - Aside from Mozilla, there are several other software titles for email, chat and video conferencing. Ximian's "Evolution" is almost identical to Microsoft's Outlook. It has the same features such as calendar, contacts, news, and schedule.

**Samba** - Samba is a network server that allows file sharing between users either on the same computer or across a local network. It also allows file sharing between users on different operating systems.

**Games** - There are 36 games that are available to install with Fedora.

**CD/DVD media software utilities** - Fedora incorporates several CD writing utilities, ripping software and DVD playback software. None of the media players support MP3; as MP3 is not open source, preinstalled media players do not support it.

**Other Server features** - Other than afore mentioned servers, FTP, SMTP, POP, Telnet, DNS, IMAP, and SSH are all included with Fedora.

Of the above, Apache and MySQL are already widely used in libraries; running on Windows & Linux operating systems.

### **What Support is Available?**

No formal web or phone support for The Fedora Project will be available from Red Hat. Red Hat will create, manage, and participate in forums where community members can support each other. This level of support is opportunistic – no guarantees, warranties, or service level agreements apply.

From a security point, Fedora is just fine. Fedora does come with the `redhat-security-config` utility, which is simple. If you're running Linux, by default you are more secure than Windows.

The major advantage of RHEL is the support provided by Red Hat, and that is what you are purchasing, along with a version of Linux that is even more stable than Fedora Core.

[By Deepak Sharma, Information Technology Student Assistant, Nylink]

## REFERENCE SERVICES

### COOPERATIVE SERVICES NEWS

#### COOP NEWS - OCTOBER 2004

##### **Project Muse 2005 Pricing**

Nylink members will receive a 5% discount off their Project Muse pricing for any of the journal packages, including the new Basic Research and Basic Undergraduate packages. Nylink will not be offering individual journal titles.

##### **H. W. Wilson introduces *Science Full-Text Select* and *Index to Legal Periodicals Retrospective***

*Science Full Text Select* combines the full-text content of all Wilson science databases – *Applied Science & Technology Full Text*, *Biological & Agricultural Index Plus*, and *General Science Full Text* – plus additional full text from *Readers' Guide* and *Wilson OmniFile* databases. Sign up for a free thirty-day trial: < [http://www.hwwilson.com/wwebforms/Wwebtrials/newtrialform/wweb1\\_2.cfm](http://www.hwwilson.com/wwebforms/Wwebtrials/newtrialform/wweb1_2.cfm) >.

*Index to Legal Periodicals Retrospective* trials; visit < <http://www.hwwilson.com/nylinkilp.htm> > for law libraries of any type, including private law firms, court libraries, law schools and even universities. *ILP Retro* includes coverage of over 750 key journals as far back as 1918.

##### **AMICO Transitions to ARTstor**

The AMICO Library will no longer be available from Nylink after December of 2004. Nylink members should contact ARTstor directly in order to explore their options for licensing images that made up the AMICO Library. H. W. Wilson will continue to support direct AMICO Library subscribers until June of 2004. See < <http://www.artstor.org> > for details.

##### **Nylink NetLibrary Shared 3 Closes**

Thanks to the 29 participants who signed up for Nylink's Third Shared Collection. NetLibrary is in the midst of several transitions right now, so support for building the collection has been a bit slow, but we're pleased to announce that Nylink will have about 1,000 titles in this collection. Final title purchases should have been made in September, with MARC records to follow shortly afterwards.

##### **xreferplus Now Has Over 165 Titles**

xreferplus continues to grow its content, and now offers over 165 titles, including The 1:5,000,000 Pt. *Interactive World Atlas* by Harper Collins, *Taber's Cyclopedic Medical Dictionary*, the *US Census 2000 Statistical Quickfacts* with new interactive tables, charts, and exportable state & county statistics (exclusively available on xreferplus), *Concise Corsini Encyclopedia of Psychology and Behavioral Science* by Wiley (Named "Reference Book of the Year" by the American Library Association), the *Mosby's Dental Dictionary*, the *International Dictionary of Homeopathy*, the *Pharmaceutical Medicine Dictionary* and many others.

##### **November 9 at the Hotel Pennsylvania: 15 Vendors and Counting**

Vendors scheduled to attend the Nylink Information Showcase, scheduled for the Hotel Pennsylvania in NYC on November 9th, include: BioOne, Bowker, EBSCO Information Services, H.W. Wilson, Inspec/IEE, John Wiley & Sons, Knovel Corporation, Naxos of America Inc., OCLC, Inc., Oxford University Press, PBS Video, Project MUSE, Serials Solutions, Inc., Swets, and Thomson/Gale. See < <http://nylink.suny.edu/showcase/> > for more Showcase details.

##### **Cooperative Services Contact Information**

Please contact Nylink's Jen Stelling ([stellingj@nylink.suny.edu](mailto:stellingj@nylink.suny.edu)), Tatiana Sahm ([sahmt@nylink.suny.edu](mailto:sahmt@nylink.suny.edu)) or Nancy Steele ([steelen@nylink.suny.edu](mailto:steelen@nylink.suny.edu)) via email or phone (800-342-3353/518-443-5444) with questions.

## **OCLC FIRSTSEARCH NEWS**

### **FIRSTSEARCH CONTENT (DATABASES AND E-JOURNALS)**

#### **ERIC – Progress Report**

In January 2004, the United States Department of Education launched an overhaul of the ERIC Program and a reengineering of its *ERIC* online database. The progress report as of September 30, 2004 is as follows:

The Computer Sciences Corporation now produces the *ERIC* database.

The content of the over 107,000 full-text, non-journal documents, formerly known as "Level 1" documents released from 1993-July 2004 in electronic, paper and microfiche formats and distributed through the ERIC Document Reproduction Service (EDRS) will now be available online on the *ERIC* database on FirstSearch at no extra charge.

All documents formerly known as "Level 2" documents, which were released in microfiche-only from 1993 onward, and all documents released between 1966-1992, will not be available online. Copies of these materials will only be available from institutions that maintain the *ERIC* database.

EDRS discontinued on-demand and subscription-based document delivery services (ERIC E\*Subscribe) on September 30, 2004.

The revamped *ERIC* database will provide newer full-text content at no charge, where *ERIC* has been granted the rights to do so. Otherwise, the *ERIC* database will include a link to a publisher or a journal article service.

The *ERIC* database was most recently updated in July 2004. The next update is scheduled for December 2004, after which monthly updates are planned. In December 2004, *ERIC* will begin to add new bibliographic records and full-text journal and non-journal resources published in 2004.

The *ERIC* database will continue to provide access to the thesaurus data.

Please note that there will be no pricing changes to the *ERIC* database on the OCLC FirstSearch service nor will there be any changes in search functionality.

#### **PAIS International – NYPL Express**

NYPL Express is now the document supplier for the *PAIS International* and *PAIS Archive* databases on the OCLC FirstSearch service.

The Public Affairs Information Service (PAIS), which was acquired by OCLC and is now known as the OCLC Public Affairs Information Service, or OCLC PAIS, is a nonprofit publisher that for more than 90 years has published indexes and abstracts on important political, economic, and social issues.

OCLC PAIS and the New York Public Library have agreed to establish links from the *PAIS Archive* and *PAIS International* databases on FirstSearch to the NYPL Express document delivery service < <http://www.nypl.org/express> >. The Order from NYPL Express link is located in the Document Delivery section of the detailed record in FirstSearch.

*PAIS International* is an electronic index of publications from over 120 countries throughout the world. In addition to English, some of the indexed and abstracted materials are published in French, German, Italian, Portuguese, and Spanish. *PAIS International* is available on a variety of platforms.

The *PAIS Archive* database is currently being created electronically and will be released in phases. Part I, covering the years 1957 to 1976, was added to the OCLC FirstSearch service in June. Periodic updates during the rest of 2004 will add content covering the years 1915 to 1956. For more information, please visit the PAIS web site at < <http://www.pais.org> >.

#### **FirstSearch Usage Statistics Reports Improved**

On September 3, 2004, the OCLC FirstSearch Usage Statistics reports were improved. The reports are available on the FirstSearch Usage Statistics web site at < <http://www.stats.oclc.org> > or from within the FirstSearch Administrative Module < <http://firstsearch.oclc.org/admin> >. Statistics may be viewed at the consortium, subgroup, institution and authorization levels and include data on sessions, turnaways, searches, documents viewed and port limits.

Their new features include:

- Export button located on each report screen to download and statistics data to local machines.
- Email button to email statistics reports to yourself.
- Set-up to have reports automatically e-mailed to you on a monthly basis.
- Overview reports - now include citation searches and full-text documents ordered, broken out by pricing method (block, subscription or monthly). Total per search searches used for libraries using blocks of searches, which tallies the citation searches as well as the searches used for full-text documents (five searches).
- Searches Used reports - shows all databases available to the account even if there was no search activity in a database during the reporting period. A database with no search activity will display "Not Searched" under the "Billing Type" column.

These changes were made in response to library requests to make the FirstSearch Usage statistics more meaningful and easier to use. Further improvements to the FirstSearch usage statistics report are being planned for implementation throughout the rest of 2004 and into 2005.

## FIRSTSEARCH ADMINISTRATORS HEADS-UP

If you are the administrator for your institution's FirstSearch account, you might already be answering questions from your interlibrary loan folks about how to activate FirstSearch administrative functions in their OCLC WorldCat Resource Sharing accounts. (See the full article titled "Introducing OCLC WorldCat Resource Sharing" on page 15 for more information.)

Below, are answers to their most commonly asked questions:

***Q. How do I turn on the "Display All Libraries" in my WorldCat Resource Sharing account so that I can view all the libraries that own an item ("Display Holdings")?***

- A. To turn on the Display All Libraries link in the administrative module, so that your interlibrary loan librarians can view all the libraries that own an item, not just the libraries that are closest to you geographically:
- Log on to the FirstSearch Administrative Module < <http://firstsearch.oclc.org/admin> >.
  - Enter the FirstSearch authorization and administrative password for your WorldCat Resource Sharing account.
  - Click the Interface Display tab.
  - Click the Library Holdings link.
  - Check the Display All Libraries box.
  - Save Changes and Exit.

***Q. I think we should turn on the patron electronic ILL Request Form in our patron FirstSearch account. Any idea how?***

- A. The patron interlibrary loan request form allows patrons to fill out an online interlibrary loan request from right in a FirstSearch database and submit the form to the OCLC ILL system. To do this,
- Again, log on to the FirstSearch Administrative Module web site at < <http://firstsearch.oclc.org/admin> >.
  - This time, though, enter the FirstSearch authorization and administrative password for your patron FirstSearch account.
  - Click the Resource Sharing tab.
  - You will arrive at the ILL Processing screen. Check the ILL Processing box. Under ILL Processing select where your institution would like patron ILL requests sent to—the OCLC ILL Review File, or the OCLC ILL Direct Request ILL Profile, or to the e-mail address of an interlibrary loan staff person.
  - Next, click the Patron ILL Request Form tab
  - Enter in the top part of the screen how you want the patron's name to be submitted to the OCLC ILL system--first name first or first name last. Also enter a message to your patrons.
  - Scroll down the page, to see a whole list of fields that could conceivably be included in your patron ILL request form. Each field name has a number of corresponding columns to the right of it:
  - The Field Label column allows you to label an input box on the form with any name you wish.
  - The Library-Supplied Data column allows you to supply information for each field to the OCLC ILL service.

- The Required By Library column puts an asterisk next to each entry box on the form. Patrons must enter information in entry boxes with an asterisk, or the form will be bounced back to them.
- The Displayed to Patron column allows you to determine whether or not to include a field in your patron ILL request form.
- The Modifiable by Patron allows your patrons to input information into an entry box. Keep it turned off for fields that do not need information from a patron.
- The Dept or Branch, Status, and Pick-Up Location fields allow you to create drop-down lists, in addition to all of the above. Just click on one of the blue links in the Field column.
- Save changes and Exit.

[OCLC – edited by Joyce Rambo, Reference & Digital Collections Librarian, Nylink]

### **OCLC FirstSearch Contact Information**

For more information about OCLC's FirstSearch service, please contact Nylink's Donna Dixon (dixond@nylink.suny.edu) or Joyce Rambo (ramboj@nylink.suny.edu) via email or phone (518-443-5444/800-342-3353).

## **OCLC QUESTIONPOINT NEWS**

### **QUESTIONPOINT NEWS: NEW FEATURES PLANNED FOR THE OCTOBER 2004 UPDATE**

The October 2004 QuestionPoint update features changes that enhancements that should result in more natural workflow, better use of screen "real estate," less navigation and fewer clicks, and a reduction in the number of steps for common tasks throughout the interface. There will also be additional communication options between librarians, optional automatic question assignment from web forms, a personalized librarian view at login, and optional use of a public local knowledge base, as well as other enhancements for library users. The portal page for librarians offers quick access to frequently performed tasks or routines, an easy view of the number of questions in various categories of questions and the ability to view institutional announcements. Many of the planned enhancements have been made as a result of suggestions and feedback from QuestionPoint subscribers.

In the Ask Module, question status indicators have been simplified, and batch processing for assigning, claiming and knowledge base processing has been added.

The chat module has undergone many changes, which are listed below.

- The chat monitor and all transactions are in a single browser window, simplifying the handling of multiple patrons.
- More information is available before accepting a session, including the question text.
- Patrons can be transferred to another librarian currently monitoring chat.
- Instant messaging is available for communicating with librarians within an institution or coverage group.
- A librarian can conference in on a chat in progress with another librarian.
- Frequently used URLs are available like scripts.
- Transcripts built from top to bottom, per standard instant-message conventions.

The Knowledge Base module has also benefited from some changes:

- Patron access to the knowledge bases via either a web template or through the patron's personal QuestionPoint web site login page.
- Significantly more powerful and intuitive search engine (Google-simple).
- Simplified and more efficient record addition and activation.
- Ability to create temporary drafts of records.
- New indexing routines handle non-Roman character languages, such as Chinese, Japanese, and Korean.

OCLC has made this new environment available to QuestionPoint subscribers prior to its release so you may have already seen these features. Please contact Jane Neale (nealej@nylink.suny.edu) or Donna Dixon (dixond@nylink.suny.edu) of Nylink if you have questions about any of the new features.

[Jane C. Neale, Information Technology Coordinator, Nylink]

## RESOURCE SHARING

### UNION LISTING TOPICS

#### OCLC ANNOUNCES PLANS REGARDING UNION LISTING MIGRATION AND PASSPORT SOFTWARE

OCLC has recently provided some information on the migration plans for Union Listing.

In June 2005, OCLC will retire Passport for Union Listing. One of the OCLC Cataloging Connexion interfaces (the Browser or Client) will support local holdings (LDR) maintenance. OCLC will decide which Connexion interface will first include this functionality in December 2004 at the latest, and will release more details about the migration as well as the decision regarding the first interface over the next few months.

Passport will continue to support union listing until the cutover of union listing to the Connexion interface takes place.

#### EXPLORE OCLC'S BATCH LDR UPDATING SERVICE

Remember to take a look at OCLC's Batch Updating of LDRs.

The LDR Updating Service enables libraries to update copy specific holdings data into WorldCat through a batch process. Libraries may submit records extracted from their local automation systems as long as they conform to the MARC21 Format for Holdings Data. Or, OCLC may be able to create usable MARC holdings records from consistently-structured data in non-MARC formats.

Criteria and specifications may be found at < <http://www.oclc.org/oclc/specs/ldrusr.htm> >.

A planning guide (*OCLC Batch Services: Local Data Record Updating Guide*, 3d ed.) is available at < <http://www.oclc.org/support/documentation/pdf/ldrusr.pdf> >.

[OCLC - edited by Mary Edgerton, Collections & Technical Services Librarian, Nylink]

#### **Union Listing Contact Information**

For more information contact Mary Edgerton ([edgertonm@nylink.suny.edu](mailto:edgertonm@nylink.suny.edu)) at Nylink via email or phone (518-443-5444/800-342-3353).

### INTERLIBRARY LOAN TOPICS

#### INTRODUCING OCLC WORLDCAT RESOURCE SHARING

OCLC ILL is moving to FirstSearch. With this move comes a new name: OCLC WorldCat Resource Sharing. This migration will allow resource sharing staff to take advantage of existing FirstSearch features such as improved searching, and will also allow OCLC to introduce improved functionality, new features and new pricing.

WorldCat Resource Sharing includes all major lending and borrowing functionality, as well as access to the ILL Policies Directory and the Message File (now called the Request Manager). Constant Data and Custom Holdings records previously entered through the ILL Web interface, Passport, or ILL ME are available in the WorldCat Resource Sharing.

Effective October 10, all resource sharing libraries now have access to WorldCat Resource Sharing. Even if you do not currently have a FirstSearch account or even if you have not linked your ILL authorization and your FirstSearch account, you will be able to log in to the system using your ILL authorization. Just go to < <http://firstsearch.oclc.org> > and enter your ILL authorization and password. After logging on, you will be taken directly to the WorldCat search page. Users will find that once they are logged in to WorldCat Resource Sharing, its appearance and use is extremely similar to the ILL Web interface.

In addition to changes in functionality, OCLC is also introducing a new transaction pricing model for WorldCat Resource Sharing. The price for creating a request as a borrower is a flat rate of \$2.04 per request. Included in this price is unlimited searching, and holdings displays. Also included are all access and support fees. The product code RSH6701 will appear on your Nylink bill and will replace product code ILL4507. An additional product code (RSH6700) will appear for searches done in the new ILL service, but will be free ("zero-billed"). Lending credits and the IFM administration fee will also appear on your bill, if applicable to your institution.

This new transaction price only applies to activity done in WorldCat Resource Sharing on FirstSearch. If you use Passport for ILL, ILLME, ILL Web or ILLiad 6.x, you will not see any changes to your billing for ILL requests created in those interfaces. If your library has chosen ILL subscription pricing, the interface used for OCLC ILL has no impact on cost.

This new transaction pricing for WorldCat Resource Sharing on FirstSearch is a temporary measure that will be in effect through June 30, 2005. Beginning July 1, 2005, subscription pricing will be the only option for WorldCat Resource Sharing; transaction pricing for ILL will be completely discontinued.

To learn more about the changes taking place with OCLC ILL, check out these useful links:

FirstSearch ILL Staff View Tutorial: < <http://www.oclc.org/support/training/firstsearch/tutorial/default.htm> >.

Managing Staff View Settings: < [http://www.oclc.org/support/documentation/firstsearch/managing/adminref/admin\\_ref\\_staffill\\_gen/admin\\_ref\\_staffill.htm](http://www.oclc.org/support/documentation/firstsearch/managing/adminref/admin_ref_staffill_gen/admin_ref_staffill.htm) >.

Quick Start: Resource Sharing Staff View in FirstSearch: < [http://www.oclc.org/ill/migration/quickstart\\_sharing\\_staffview.pdf](http://www.oclc.org/ill/migration/quickstart_sharing_staffview.pdf) >.

List of Future Enhancements: < [http://www.oclc.org/ill/migration/enhancements\\_upcoming.htm](http://www.oclc.org/ill/migration/enhancements_upcoming.htm) >.

Deciding When to Migrate: < [http://www.oclc.org/ill/migration/migration\\_info.htm](http://www.oclc.org/ill/migration/migration_info.htm) >.

## FIRSTSEARCH STAFF VIEW BASICS: AN OCLC TUTORIAL

OCLC has created an online tutorial that will help you to learn how to use the WorldCat Resource Sharing service. By taking this tutorial you will learn to:

- Identify libraries that own an item.
- Create a request to borrow an item.
- Respond to requests from other libraries.
- Pay and be paid for ILL lending changes with ILL Fee Management (IFM).

The tutorial is available from the FirstSearch logon screen, or directly from: < <http://www.oclc.org/support/training/firstsearch/tutorial/default.htm> >.

### Resource Sharing Contact Information

For more information contact Jon Penn (pennj@nylink.suny.edu) at Nylink via email or phone (518-443-5444/800-342-3353).