LIBS 677: Knowledge Organization and Access

Practicum

I am a part time Children's Program Specialist at the Barbara Bush Library in Spring, Texas. For this assignment I used my library, specifically the children's department, and interviewed 8 people. Each interview lasted between 15-40 minutes with follow up questions throughout the weeks.

1. **System Used**:

    The Harris County Public Library uses the OPAC Enterprise. (This will change shortly). The librarian side is Symphony, Work Flows.

2. **Circ/on-line Catalog**:

Two computers in the children's department are designated for online catalog use only. They are not shut down by employees or remotely. A patron may login in to be able to place items on hold.   Of course, patrons could log onto any of the 24 computers and access the catalog by going to HCPL.net if needed. Users do not have to have a library card. They may use a pass.

Patrons may also download the HCPL app on their phone. They add their library card to it and can check out books at the library with their phone.

3. **Check Materials In and Out:**

As an employee I was able to check materials in and out in our office. Each librarian's desk has that capability. I also used our Ref Desk. Patrons may check out books at a Ref Desk, or any of the self-serve areas in the Lobby, Children's Department, or upstairs in the YA and Adult Departments. Materials check out for 2 weeks. However, we ask the patron if they would like them for 4 or 6 weeks. Going to Display User, then Checkouts, we can highlight the checkout date, choose renew materials, and all the materials will then have a 4 week checkout. We can repeat those steps for a total of 6 weeks. Because our library has such high circulation stats, we have a separate Circulation Department. Materials may only be returned in the outside book drop or the inside one. Occasionally we will accept one item and check it in, but we like to make patrons aware of the book returns.

4. **Procedure and Processes for Overdue Materials:**

The Covid-19 Pandemic in 2020 brought a change to the overdue policy. Patron's fines were forgiven and currently, there are no late fines being charged. Materials automatically renew for an additional 2 weeks, and then another 2 weeks if there are no holds on the item. If a patron has fines from pre-Covid they need to drop below $25 in order to check out more items. The only desk to pay fines at is the circulation desk, where patrons first enter the library. If they do not have the money to pay on that day, we review the account status, make a judgment call and enter notes into their account. For example: 6/7/22 Patron agrees to pay down fine on next visit, allowed to check out items today. JH/CC *The date, the librarian's initials, and the branch initials (Barbara Bush Library was originally the Cypress Creek Branch) are included. This way, any branch can see the patron's status. If there are numerous notes, we may choose to block the card until the fines are paid. If an item is lost or missing, a patron's account is charged a replacement cost. They may purchase the item from another seller at a lower cost. I have heard a manager work out a payment plan with a patron, eventually lifting the bar on the account as he shows good faith in paying for at least half the cost. The entire cost must still be made. The branch managers have the authority to 'forgive' a lost item claim (claims returned) up to three times. When a patron claims he has returned the item, and it is forgiven, a branch manager or director speaks with the patron. It is important for the patron to understand the cost to the library and also the expected responsibility of the patron. I appreciate our branch manager, Clara, in her compassion as she forgave a $43 fine for a children's Wonder Book, while at the same time instructing the family on responsibility with county property. Could this have been a roadblock for this family, choosing to never check out a Wonder Book again because of "What if we lose it?". Possibly. But it was also an opportunity to walk down a new path of responsibility and accountability. (Another library I worked at in Roanoke, VA, the manager had the children do 'work' around the library to help pay down their fines/fees.) Currently all materials are checked in under 'fine free check in'. It appears our system is heading towards not charging fines for overdue materials.

5.   Reports:

The Harris County Public Library system is daunting. The collections department for all 25 branches is downtown in the ADM (Administration) building. They order the majority of materials for each branch. The Friends of the Library raise funds for their own branch to purchase non-floating materials. ADM runs the majority of reports having to do with circulation. A weekly missing book report is generated. It is sent from ADM to our CIRC department; they search for these books, reporting back to ADM, so ADM can place a new order. They also run stats reports generated from the statistics we give to our branch manager. Library program information as well as data from programs conducted at the library by groups or individuals who reserve rooms for their program are sent weekly. Using BLUEcloud Analytics through SirsiDynex, the children's department runs the Dusty Book Report. We use this for weeding purposes as well as initiating a search for lost or missing items. Interestingly our branch reports seem haphazard. They are neither routinely scheduled, nor assigned to a specific librarian. I would like to see this more organized. All too often the workload is done by a select few
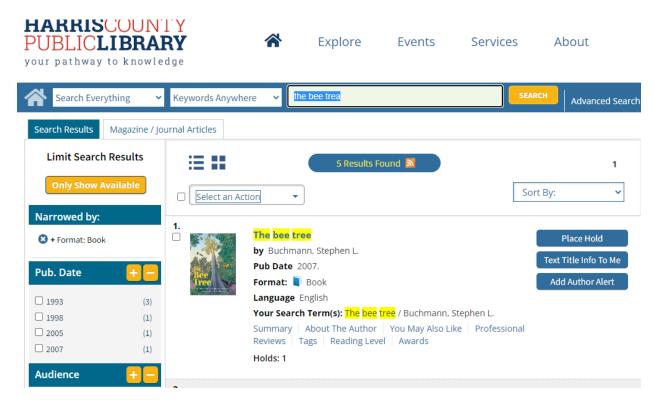
employees. Below is a copy. Before printing the report, any column can be deleted if that information is unnecessary at the time.

Dusty book report

prary	Shelf Location	Title	Author	Pub Year	Call#
C	JNOGRA	Great expectations /	Geary, Rick	2007	741.5 Gea
		Johnny Boo : the best little ghost in the world /	Kochalka, James	2008	741.5 Koc
		Silly Lilly and the four seasons /	Rosenstiehl, Agnès	2008	741.5 Ros
		Korgi.	Slade, Christian	2007	741.5 Sla
		The shadow door /	Bannister	2009	741.594 Ban
		The Shadow Spies /	Bannister	2009	741.594 Ban
		Rust attack! /	Collicutt, Paul	2009	741.594 Col
		Kidnapped /	Grant, Alan,	2007	741.594 Gra
			Macdonald, Fiona,	2007	741.594 MacD
		Yam : bite-size chunks /	Barba, Corey	2008	741.597 Bar
		Otto's orange day /	Cammuso, Frank	2008	741.597 Cam
		Stinky : a toon book /	Davis, Eleanor	2008	741.597 Dav
		Edgar & Ellen graphic novelty : a comics collection /		2009	741.597 Edg
		Oddly Normal.	Frampton, Otis	2006	741.597 Fra
		Benny and Penny in just pretend : a toon book /	Hayes, Geoffrey,	2008	741.597 Hay
		Vögelein.	Irwin, Jane,	2007	741.597 Irw
		The spy-catcher gang /	Kelly, John	2008	741.597 Kel
		Wagon train adventure /	Kelly, John	2008	741.597 Kel

Dusty book report

Item Status	Item Barcode	Created Date	Last Checkout Date	Item Last Inventory Date	Total #CKOs	#CKOs In Symphony	#Renewals in Symphony
JNOGRA	34028068147629	2008-06-04	2017-07-18	1900-01-01	38	4	7
	34028068147637	2008-06-04	2017-08-06	1900-01-01	33	5	1
JNOGRA	34028067573973	2008-07-01	2017-08-09	1900-01-01	66	7	5
	34028067574369	2008-07-01	2021-07-23	2020-12-01	72	26	23
	34028067471038	2008-06-04	2017-07-25	1900-01-01	20	3	2
JNOGRA	34028067471053	2008-06-04	2017-05-06	1900-01-01	37	1	1
	34028067471079	2008-06-04	2016-03-09	1900-01-01	44	2	1
JNOGRA	34028062961371	2007-08-08	2015-06-24	1900-01-01	17	0	0
JNOGRA	34028070791331	2009-06-09	2017-06-28	1900-01-01	58	7	12
JNOGRA	34028072341036	2009-09-29	2021-11-08	2020-11-13	51	12	16
JNOGRA	34028073350275	2010-03-03	2016-06-19	1900-01-01	25	2	1
JNOGRA	34028066344756	2008-01-28	2016-06-28	1900-01-01	23	2	0
JNOGRA	34028065926462	2008-02-21	2021-05-11	2019-08-19	38	13	12
JNOGRA	34028071033097	2009-02-13	2017-07-24	1900-01-01	40	4	4
JNOGRA	34028067651373	2008-07-01	2017-08-09	1900-01-01	41	2	0
	34028067660176	2008-07-01	2017-08-14	1900-01-01	38	10	12
JNOGRA	34028068790683	2008-10-09	2017-03-14	1900-01-01	43	4	3
	34028068790691	2008-10-09	2016-12-27	1900-01-01	46	2	2
JNOGRA	34028072300115	2009-06-09	2017-07-09	1900-01-01	51	5	3
JNOGRA	34028062767372	2007-02-19	2017-08-13	1900-01-01	55	4	2
	34028067650904	2008-06-04	2016-03-21	1900-01-01	41	1	2
JNOGRA	34028067651134	2008-06-04	2017-06-12	1900-01-01	26	2	1

6.   Patrons Accessing Materials:

When a patron comes to the desk asking if we have a certain book, I access Enterprise, the patron side of the catalog, from my computer instead of Work Flows. Enterprise has full cover pictures of the material's cover. This helps them to recognize what they are looking for. I can easily narrow the search to our library. If they we do not have the item, I look up their pin number, log them into Enterprise and place holds for them.   It gives me the opportunity to give a brief tutorial on how to use the catalog as well as direct a patron to a computer to access the catalog on their own. (If they do this I go over and assist them initially). As a patron, I found our system to be simple, easy to navigate, and extremely helpful.

When children type in words to search, they may misspell one or more. In this search for The Bee Tree, I deliberately misspelled Tree as trea. In this instance the search engine 'knew' what I was meaning and displayed books with the title The Bee Tree. Before I could complete typing in Elephant and Pig….a drop down menu appeared with the correct Elephant and Piggie phrase. This was helpful. When I typed in Elephant and Piggy, no searches came up. I was not given an alternative spelling.   Many patrons do not notice the column on the left to narrow the results. Children, especially, are in such a hurry to find the material, they do not observe everything on the page. (Part of my outreach to homeschool children this fall will be to teach

them how to use the catalog). Narrowing the results is especially helpful for the Audience and the Library. I would like to know if my library has the title and can be checked out today.

Although not seen from my picture, above the home icon are the words Log In. A patron can log in and place holds. About half of the time they do not know their pin number and we need to look it up for them. I write it down and explain that with that pin number they are able to place books on hold right from home. This alleviates some of the exasperation they may experience in having to prolong their research time on the computer in the library. If an author's name is entered and misspelled, Moe Williams, the search will tell patrons no results found, and below that ask: Do you mean Mo Willems? (a suggested spelling). Again, this is very helpful when it comes to spelling names. Or the search may yield results, with a mix of materials by authors with similar spellings of their last names. It is a little tedious at times, but may bring the user to the desired outcome. The section in the record display about my search terms includes valuable tags: You May Also Like, Awards, Reading Level, About the Author. I did not 'see' these options until doing research for this class. I was so focused on the book I was looking for, that this other means of searching was lost on me. Now, I make sure to bring these tags to the patron's focus as I give a tutorial on using the catalog. Enterprise gives patrons a clear understanding of their access to the material. By clicking on the summary tag, and scrolling down, the record shows which branches have the title, whether or not it is checked out, and if checked out, the due date is posted. The patron can also see if the title has Holds. If a physical title has many holds, I suggest the Ebook version, or search You May Like. Many new authors and series have been explored this way.
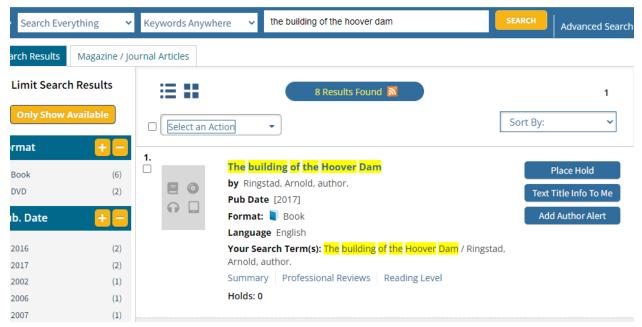
7. Records, Features

   In our children's department we have two special collections: ABC/123s and Parenting. Nothing was added to the records to denote HCPLs materials are floating. Not all the branches have a special section for these books. On the patron side, when looking for these they have a subject heading of Concepts or Parenting. We have a Family Play Area. Both these collections are on shelves surrounding this area giving parents and children easy access to them. The American Girl fiction books are cataloged under A. With so many different authors, and the popularity of the series, ADM system-wise cataloged them. To our librarians, this is considered a special collection, yet remains shelved with the other fiction books.

My own materials searches:

1. Because we have a large collection of children's books in foreign languages (Spanish, Urdu, Vietnamese, Chinese) I pulled a book off the Vietnamese shelf to examine the record:

This record has no added information. When I click on the title, the record then indicates this is a book about dung beetles. No further information. I am wondering if this is because it is written in Vietnamese and the cataloguers do not have the time to research a foreign language book to add tags? After clicking on the title I can click on the words Dung Beetle. That brings me to a page of other books about dung beetles. These are all in English.

2. Non fiction search

3. Fiction 20-21 Bluebonnet Award

Caterpillar summer
by McDunn, Gillian, author.
Pub Date [2020]
Format: Book
Language English
Your Search Term(s): Caterpillar summer / McDunn, Gillian, author.
Summary | About The Author | You May Also Like | Professional Reviews | Reader Reviews | Also Available As | Tags | Reading Level
Holds: 2

Place Hold
Text Title Info To Me
Add Author Alert

Notice how many more tags there are: Reader Reviews, Professional Reviews and so forth. Although a Texas Bluebonnet Award winner, it is not noted in the first page record. However when a patron clicks on the title the next page shows the following: *note award

Reading Level: 540L Lexile
Decoding demand: 92 (very high) Semantic demand: 100 (very high) Syntactic demand: 79 (high) Structure demand: 87 (very high) Lexile

Audience: 540L
Decoding demand: 92 (very high) Semantic demand: 100 (very high) Syntactic demand: 79 (high) Structure demand: 87 (very high)

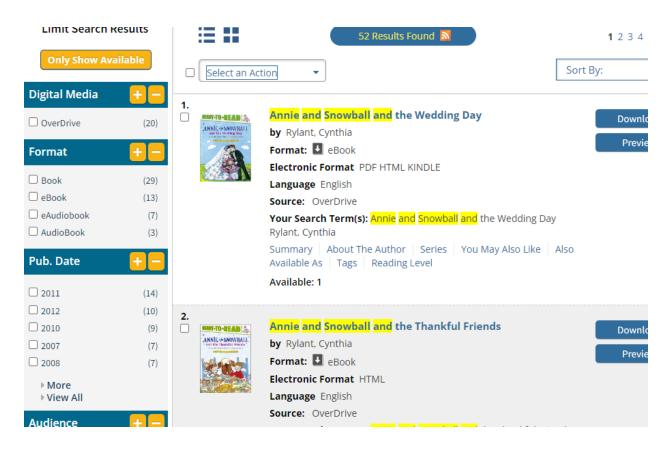**Award:** Texas Bluebonnet Award Master List, 2020-2021

Subject: Brothers and sisters -- Juvenile fiction
Responsibility -- Juvenile fiction.
Single-parent families -- Juvenile fiction.
Grandparents -- Juvenile fiction.
Fathers -- Death -- Juvenile fiction.
Islands -- Juvenile fiction.
Families -- North Carolina -- Juvenile fiction.

Geographic Term: North Carolina -- Juvenile fiction.

Format: Books

Holds: 2

4. Annie and Snowball Early Reader Series
   *I included the sidebar which gives interesting information.

8. Catalog Taught:

Currently we do not have any formal training on how to use the catalog. I mentioned before that I make it a point to ask patrons if they would like me to show them how to search. Most have been excited, especially learning how to place holds on items. However, I realized there is so much more for them to explore. Recently I have reached out to our homeschool community with a survey to see how we can meet their needs. I had 216 responses! One of the first meetings I will have is to teach parents how to not only navigate our catalog, but also our website. We have so much to offer. People are not aware of the expanse of materials and programs. Then, I would like to teach the children how to navigate the catalog as well as the library. A scavenger hunt would be perfect.
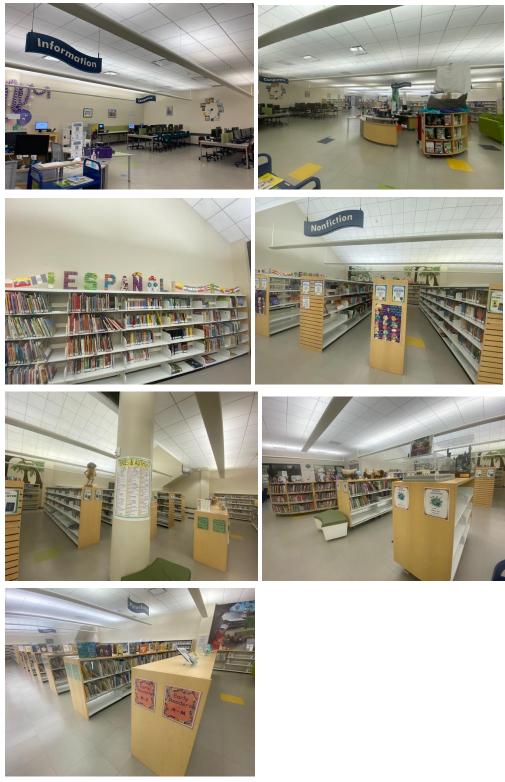
9. Signage:

Our branch does a great job with signage. In many instances there are several signs for a particular area. Patrons are more likely to use materials when they are readily able to find them. Librarians/employees are available to give directions, however too often we hear, "Sorry to bother you…". Recently ADM determined that all signage on bookshelves had to be the same for each branch. While some of us felt our creativity was being crushed, we now realize it is for the ease of the user. The new signs are crisp, concise and consistent among the branches. The library does need signage downstairs to indicate that Adult and YA materials are upstairs. More signage is needed to indicate the numerous self-checkout stations we have. *It is important for

librarians/employees to remember that not everyone sees or notices the signs. We boast Red Carpet Service. Address and acknowledge every patron who enters with a warm welcome. Be attentive and attuned to their needs.

First enter the library

Children's Department

This is the Commissioner's Collection:

These are books he has either owned or read and enjoyed. They have a special sticker and are returned to this display after checkout.

10-14. New Materials, **Adding them to the catalog, Processing/repair/binding**
All new materials come through ADM. Librarians can place specific orders through using county funds, or using money from The Friends of the Library. Occasionally librarians add 'their own' materials to their library.
First: The Librarians (and Children's Program Specialists)
When I first starting working at the library, I created 2 Hedgie's Adventure Journal & Totes

(Kids check it out like any other material, write about their adventures with their own pom pom Hedgie [which they keep of course], return it to our library and get their picture taken with my giant stuffed Hedgie, and sit on a couch to show and tell one of us about their adventures).

To add this to our circulation, I had to access WorkFlows and add a Brief Title. One of our employees in our circulation department has bar codes for us to use. She gets them from ADM. Scanning one, I taped it onto the journal. I wrote the same number in permanent ink on the tote. A home location was necessary. Thinking through what would be easy for us and the patron, I chose the home location: Children's Ref Desk. I wanted interaction between the child and the librarian. I wanted the child to know how interested we were in their adventures, writing, and…them! One problem we discovered several weeks later was that when patrons would place a hold on this, only one of the totes would pull the hold: Tote A: 20 holds Tote B: 0. Circulation directed me to Cataloging at ADM, where they were able to go in and create one record for both. We could not do that from our side. Currently we are cataloging our Library of Things. Using this same method, puzzles, toys, and activity kits will be able to be checked out. Patrons are not able to search for these on our Enterprise catalog. I have the above picture printed and taped to tables, in a plastic sleeve taped to the door, and posted on our FB page and Instagram. The Library of Things has a flyer with pictures of each item. Patrons ask for the item as they are shelved in an office.

Next:

We can request Friend's money to purchase books, through ADM. These books are non-floating. When checked out by patrons and returned to a different branch, they are sent back to our branch.

Last:

When ADM places a book order, the primary book vendors are Baker & Taylor and Brodart; the primary DVD vendor is Midwest Tape. The world languages books are from a variety of vendors. Some come 'shelf ready' but most are 'partially processed' which means they have been stamped with our property stamp, have a branch code sticker on the back cover, have been given barcodes, and come pre-jacketed but they must go through cataloging to get their spine labels and inner bibliographic labels (title, author, price, and OCLC number…placed on the very first page of the books). Some materials come 'raw'. These are ordered the least because it is not cost effective. When new

materials come in they get unpacked and marked received in the Acquisitions module of Workflows. If they are completely shelf ready they get routed straight to the branches. All other items that still need cataloging are brought from Acquisitions to Tech Services. They will be processed with labels and stamps. The stickers added are for Holidays, Awards, Bilingual materials, and the Commissioner Classics Corner. The Concepts and Geography stickers are added at the branch level. If the book was a Friends purchase, Tech Services adds a gift plate. When books ordered are 'shelf ready', the vendor sends a file of the MARC record via an ftp server that Tech Services cleans up using software called MarcEdit. Then the record is imported into our Workflows catalog in batches. A typical file would be 1-40 records with 10-300 physical items added at once. *These are imported even before the physical items get shipped to ADM so they are truly 'shelf ready' the moment they arrive. For partially processed and 'raw' items, they get cataloged 'in house': Tech Services has the physical item, they search Worldcat for the best record using OCLC Connexion, assign a call number using WebDewey, and add our item specific information to the record like barcode, price and home location. These records are then imported into Workflows. This is called copy cataloging. Katelyn Helberg, whom I spoke with weekly, explained she does original cataloging: there is no existing MARC record for an item in Worldcat, so she creates one from scratch.
ADM does not do any binding, and not much repair beyond re-jacketing or replacing broken DVD cases. Most branches do not either. Our branch has a bin for 'discards'. We stamp the inside cover 'discard', black out the barcode and check the book out to DISCARDS. ADM pulls the report for DISCARDS and re-orders accordingly. We box the books and they are collected for Better World Books.

15. Shelving:
Our system wide stats for the month of June have come in: Total for June of all items, including digital, was 1.19 million! Our shelves are half empty, half the time! The circulation department rolls in cart after cart of books to be shelved throughout the day. The shelves are in a bit of disarray as well. Our door count in June was close to 19,000. More people, more children, more books pulled off the shelves and put back here, there, and just about everywhere. Our Board, Concept, and Parenting books surround the Family Play Area. Parents and caregivers can easily look through these books as they sit on comfy couches, while their children play. The Easy Readers are shelved at eye level for young children, just behind the Play Area. I would appreciate having them genrefied; most young children request books by theme. It would save the time of…all of us! At least 15 authors of ER books pop up when searching for 'superheroes'. Behind these are the picture books. Behind those are the Juvenile Fiction, with a wall of Graphic Novels. To the left of the JFic are the nonfiction, with a wall of books in Spanish. We have a half circle unit with Holiday books. Next to that are the World Languages books. Recently we moved the children's magazines up front. This was a great idea. Children see them right when they walk in. However, the way they are displayed suggests "look, but don't touch", or "look…but not for checkout". I gave suggestions, but our manager likes how 'full' the display looks.

*Without taking the new magazine off, patrons do not know there are magazines which can be checked out behind the one on display.

Our circulation department and their volunteers shelve all of our materials! Even books children pull off the shelves, browse through, choose not to check out, get placed on carts and sent over to Circ. I read the shelves briefly. The JFic and JNonFic were in much better order. Most of that age group knows not to try to put a book back on the shelf.
We exclusively use Dewey. However, our affiliate, Lone Star College uses the Library of Congress.

Reflection:
1. I learned that the system a library uses must meet the needs of the librarian and the users while also being easy to navigate and thorough. I didn't know that when accessing a record in the catalog, a patron can click on subheadings and tags to expand their search. Once I learned this, I used it quite frequently to help children find books similar to one they wanted. I want the opportunity to show parents and children how to use this.
2. Having worked at the library I had learned that we don't turn our computers on/off. The system does shut down on employees' computers and we must log in each morning. The two patron catalog computers do not need to be logged into. I have worked with SirsiDynex and Workflows both in Roanoke and Spring, TX. I would like the opportunity to explore Destiny which so many school librarians talk about.

3. & 4. I learned that when patrons self-checkout, their materials only check out for 2 weeks. When a librarian checks them out, we are able to renew them for 4 or 6 weeks. I also learned that materials will automatically renew if there are no holds. We check books in under 'fine free check in'. I learned that this is significantly helpful for a patron who has a lost book on their account. I would like to know what other libraries have found by going fine free. Is it possible for a school library to do this?

5. I learned that our librarians run reports randomly. Our library director and ADM run most of the reports, and give us that information. For the Dusty Book report we do run, I learned that unless it is assigned, only one or two librarians will run it. I would like to see something like this assigned.

6. I learned that when patrons search for materials on Enterprise, they are given a lot of information. While colorful, bold pictures of the material's cover make it easy to determine if that is the item they are looking for, there is an overload of information, which many patrons ignore. It would be helpful to have classes to teach patrons how to navigate the system. I would also like to see a patron be able to save their searches or place books in a Read List. Libby allows for this and it's very helpful.

7. I learned that our catalog has a variety of areas to narrow a search. I had not realized how helpful and time saving this was. I also learned that books with awards have the awards listed in the item's display after clicking on it. I want to know why some books have multiple tags, while others have none.

8. I learned that we do not have a class to teach patrons how to use the catalog. Very few of us take the time to show patrons how to use it. I am starting a Homeschoolers program where I most certainly will teach them.

9. I knew that signage was important. However, I learned after specifically searching for our signage, that we are missing some pertinent signs. I would like to talk with my managers about this.

10. I spent hours emailing Katelyn Helberg, a cataloguer at ADM. I learned an incredible amount about cataloging from her. I learned that all stickers for books are designed/acquired from ADM. I would like to know if librarians are able to suggest stickers.

11. I learned that because ADM orders and prepares all new materials, it is important for us to review the cart of new materials before they are shelved. Because one librarian usually does this, we sometimes miss what has come in. It is important to have a New Books display.

12. I learned that when an item is marked lost or missing a patron is not immediately charged. I also learned that the item is not replaced for several months. Importantly the missing item report is run giving librarians an opportunity to find items. When I worked for the Roanoke library, children whose parents could not afford to replace an item, were given the option of working off the fee. I'm not sure how I feel about this for our library.

13. Shutting down the system was simple. I am interested to read what my peers found in their research.

14. Because I am not on the school librarian track, I did not learn as much as I would like to about personally ordering and processing materials. I would like the opportunity to spend several of my internship hours in our ADM department to have hands on experience with this.

15 I learned that because we have a CIRC department and their volunteers shelve items, I am not learning what we have. When I would shelve books in Roanoke, I would get to know authors, subjects, the nonfiction classification, and more. I would like to see new employees given the task of shelving for several weeks.

Because of this assignment I have gotten to know one cataloguer,Katelyn, really well. It has been like a mini internship. It helped me realize how much I enjoyed classifying and how important it is for the user for us to be concise and specific as much as possible. I also learned that librarians need to problem solve continually! If I can't find the item here, how else can I search for it? Also, don't trust the reports 100%. Access, or lack thereof, to materials may skew the stats.