CCLINC Users' Group Meeting
NCCCLRA 2005 Conference
CPCC Levine Campus
Matthews, NC
July 28, 2005

Ernest Avery called the meeting to order at 11:35 a.m. He expressed appreciation to the planning committee for their hard work. Ernest explained that the Steering Committee approves CCLINC policies and procedures and makes decisions concerning CCLINC members. He recognized the district representatives, subcommittee chairs, and the system office for their participation in the past year.

Accomplishments of CCLINC in the past year include:
I.   The latest upgrade included new user categories. User categories 3, 4, & 5 will each contain the following options: Day, Distance, Evening, Female, Full-Time, Male, Part-Time, and Unknown.
II.   Implementation of the iLink interface
III.   The addition of two new home locations: Global Studies & Surgical Technology
IV.   The addition of one Item Category in ItemCat1—Oversize
V.   Importing bib records from the OCLC database rather than from LC
VI.   Roxanne Davenport created a manual for using SmartPort with OCLC.
VII.   Creation of a new CCLINC Reports Subcommittee.
VIII.   Lenoir, Montgomery, and Tri-County are now full CLINC participants.
IX.   CCLINC Interlibrary Loan now has 100% participation.

Subcommittee Reports: (complete reports are attached)

Reports Subcommittee – Libby Stone, Chair
The Reports Manual is now available on the CCLINC website. A pre-conference workshop was offered and had high attendance. Libby stated that the Subcommittee welcomes comments and questions.

Lending Services Subcommittee - Deborah Foster, Chair
Deborah stated that the Subcommittee is looking for members. ILL policies have been updated, new user categories are available in WorkFlows, and the ILL Contacts List is periodically updated. A suggestion was made to ILL participants to devise a policy and procedure for document transfer. Deborah emphasized the need to improve and keep the ILL contact list updated.

Cataloging Subcommittee – Roxanne Davenport, Chair
Roxanne stated that there are challenges with the database concerning configuration.
There was a discussion on the topic of contracting directly with CCLINC instead of Sirsi concerning the System Administrator's position; this suggestion will be referred to the Steering Committee.
The Subcommittee voted not to allow bib records for web sites. Some URL links in the system are starting to cause concern. Colleen Turnage will be researching this and will report her findings to the Subcommittee.
The Cataloging Subcommittee requests the Steering Committee to assign a person or group to research and report back on possible solutions for searching across databases, including such possibilities as the Knowledge Portal in iLink, toolbar software, or third-party products.
Thirteen-digit ISBN's are starting to appear and may cause indexing problems. Acquisitions and cataloging departments need to be aware of this.

All tagging, coding, etc. needs to be done properly to reduce clutter in the database. CCLINC members should run regular cleanup reports.

The Subcommittee requests that the CCLINC Steering Committee endorse rudimentary cataloging training for any library staff member who creates title records.

The Subcommittee requests that the Steering Committee consider upgrading the test server six months after a new Unicorn release.

Topics for the next cataloging jam sessions include global editing and transferring items.

<u>Learning Technology</u> – Ruth Bryan

Barbara McKibbin asked if we could go ahead and upgrade to the Unicorn 2003.1.4 release so she could have access to the new Unicorn 2004 version. Ruth commented that another version of Unicorn is in beta testing and will be rolled out soon. Ruth mentioned that, before we can upgrade to any future releases of Unicorn, we must upgrade both the test and production servers to a newer version of the operating system. She also mentioned that all staff computers running Workflows must run Windows 2000 or XP. Ruth stated that the System Office IT section is involved in implementing new security measures, and as soon as they finish, she will supply a time frame of test and production server upgrades.

Ernest announced the Subcommittee Chairs and District Representatives for 2005-2006:

Peggy Quinn, District I, Wake Tech	Deborah Foster, Lending Services, Fayetteville
Susan Basnight, District II, Pitt	Peter Kracunas, Media Booking, Alamance
Fannie Dillard, District III, Rowan-Cabarrus	Libby Stone, Reports, Gaston-Lincoln
Renee Dusenbury, District IV, Central Carolina	Linda Kressal, Serials, Tri-County
Dr. Harry Cooke, District V, Gaston College	
Mamie Carpenter, District VI, Mayland	
Tonya Robinson, Acquisitions, Brunswick	
Charles Wiggins, Cataloging, Blue Ridge	

Sharon Day-Lowe asked the Steering Committee to consider requiring that subcommittees meet a minimum of twice per year.

Earlier this year, the Steering Committee reviewed the CCLINC Cooperative Agreement and decided that revising or re-signing was unnecessary. However, Linda Kressal and Ernest Avery compiled and submitted to the Committee a Reaffirmation of Compliance Letter (copy attached). Ernest mentioned that some LRC administrators felt that they were not bound by the original Cooperative Agreement because they had not personally signed the Agreement. The Reaffirmation of Compliance Letter reminds campuses that the Agreement remains in effect until a campus elects to leave CCLINC. The Users' Group members voted to approve sending the letter to CCLINC campus presidents and LRC deans/directors. In a related announcement, attendees were reminded that Sirsi policies and procedures are available on the System Office website.

The floor was opened for nominations for 2005-2006 Steering Committee Chair. Mamie Carpenter nominated Roxanne Davenport, seconded by Charles Wiggins. Roxanne was elected Chair by voice vote.

The meeting adjourned at 12:13 p.m.

Respectfully submitted,
Sharon Day-Lowe, Gaston College
8/2/2005

AGENDA
CCLINC USERS GROUP MEETING
NCCCLRA Annual Conference
"Staying Connected—Building Community"
July 28, 2005
11:30 A.M.

Greeting, introduction of 2004-2005 Steering Committee members ….…..Ernest Avery, Chair

Monique Mitchell, District I, Roanoke-Chowan	Stephanie Carter. Lending Services
Susan Basnight, District II, Pitt	Peter Kracunas, Media Booking
Debbie Luck, District III, Randolph	Libby Stone, Reports
Renee Dusenbury, District IV, Central Carolina	Linda Kressal, Serials
Dr. Harry Cooke, District V, Gaston College	*John Wood, CCLINC/SIRSI System Administrator
Charles Wiggins, District VI, Blue Ridge	*Ruth Bryan, Director, Learning Services Technologies
Tonya Robinson, Acquisitions	*Colleen Turnage, Director of Learning Services
Roxanne Davenport, Cataloging	*Dr. Bill Randall, Assoc. VP, LTS; IIPS Representative
	* = advisory, non-voting

CCLINC accomplishments …………………………….………………………………………………

SIRSI Unicorn—user categories, iLink, locations
Cataloging and OCLC
New subcommittee
More library participation
Subcommittee Year-end Reports—(updated policies: Acquisitions, ILL, Reports, Serials)

CCLINC plans for the future ……………………………………………………………

Unicorn Upgrade
Portal
Presentation of new subcommittee chairs and district reps
Vote on Reaffirmation of Compliance Letter
Vote on new Steering Committee chair

Community College Libraries
In North Carolina

CCLINC Acquisitions Subcommittee
2004/2005
Year-End Report

Subcommittee Members

Tonya Robinson, Chair	Brunswick Community College
Carolyn Bittle	Richmond Community College
Dianna Habib	Central Carolina Community College
Martha Robinson	Gaston College
Libby Stone	Gaston College
Susan Williams	Blue Ridge Community College
Debbie McGlothen	Richmond Community College

♦**Committee Activity** ♦ The Acquisitions Committee met three times via conference call.

♦**Committee Membership** ♦ Libby Stone resigned her position on the Acquisitions committee due to a job change.

♦**Acquisitions Training** ♦ One training session was conducted by Tonya Robinson in Raleigh, NC, this academic year. There were 6 participants. Libby Stone provided Tonya Robinson with help conducting the workshop.

♦**Acquisitions Procedures** ♦ The Acquisitions Procedures Manual was updated to reflect the upgrades installed since the initial manual was done. The Steering Committee approved the new manual via an e-mail vote. Ruth Bryan made the manual accessible to all via the NC Community College System's homepage.

♦**Major items discussed this year**♦ There is still an ongoing debate about adding item records to the brief titles created in the acquisitions process. A meeting with the cataloging subcommittee is needed to clarify this topic. The committee decided to create a survey polling CCLINC members on why schools are not using the Acquisition module. The survey has not been sent out as of yet.

♦**Acquisitions Subcommittee Chairperson**♦ Tonya Robinson will be the chair for the next academic year as no one has volunteered as yet for the position.

CCLINC Cataloging Subcommittee
Year-End Report – 2004-2005

Members: Roxanne Davenport (Chair), Susan Basnight, Mary Brousseau-Davis, Sharon Day-Lowe, Teresa Frohock, Emily King, Debbie Luck, Barbara McKibbin, Colleen Turnage, Ernest Avery, Charles Wiggins

Discussions centered on general database and system challenges, and the pros and cons of the current system administration arrangement.

Current system administration arrangement: **Action item:** The subcommittee requests that the CCLINC Steering Committee explore the advantages of contracting directly with an individual to serve as CCLINC system administrator, rather than contracting with SIRSI to supply this position. Thus, the system administrator would answer first to CCLINC rather than to SIRSI.

General database and system challenges:
1. **Creating bib/title records for websites**: the subcommittee agreed that CCLINC members should NOT create bibs for general internet websites. However, if a website exists that supplements or enhances a print resource, the MARC record for the print resource may contain a "hot" web link (a URL in an 856 field) that provides access to the related website.
2. **URL maintenance**: the number of bibs in the database with 856 fields is increasing. In order to determine how much of a problem we may have with dead links in 856 fields, **Action item:** Colleen will begin a test--she will run the URL checker report monthly, determine the number (if any) of dead links, and track the amount of time and effort necessary to find accurate replacement links or to ascertain that the website no longer exists.
3. **13-digit ISBNs**: **Action item:** Roxanne will resend her previous email alerting catalogers to the oncoming change from 10-digit to 13-digit ISBNs. Colleen will check on what SIRSI plans to do to accommodate this change, particularly in regard to whether or how the 024 is indexed, and whether any future Unicorn upgrade will convert the older 10-digit ISBNs to 13-digit ones by adding the 978 prefix.
4. **Database maintenance**: the subcommittee strongly emphasizes the need for all CCLINC staff to be aware of how their practices impact the content of the database. The committee developed the following action items:
   a. Catalogers or report runners should regularly run reports to clean up temporary records, "REQUIRED TITLE" bibs, and other such problems. **Action item:** Roxanne will ask Charles Wiggins for the list of suggested "clean-up" reports that he e-mailed earlier. Roxanne will also poll the cataloging contacts for any other reports and processes they may use to help clean up the database. Roxanne will compile all such reports and processes, and will send the resulting list to the cataloging contacts for implementation.
   b. The subcommittee discussed various problems that are caused when bibs are created by staff who are not catalogers (circulation, reserves, serials, etc. **Action item:** The subcommittee requests that the CCLINC Steering Committee endorse a policy whereby any library staff who create title records must receive some rudimentary cataloging training, of an extent to be determined. This training would in no way be as extensive as that of regular cataloging training, and could be done by the local cataloger or by Colleen in one-on-one training.
   c. The subcommittee is concerned that CCLINC is falling further and further behind in implementing Unicorn upgrades, since the current practice is to wait a year before the test server

is upgraded. Then it takes weeks or months before the live server is upgraded due to the testing period and the need to find downtime that will not adversely impact the schools. **Action item:** The subcommittee requests that the Steering Committee consider upgrading the test server six months after a new Unicorn release.

5. **Portals (cross-database searching)**: the subcommittee feels that requests for cataloging websites, Netlibrary books, databases, and other non-resident resources all stem from the lack of a "one-stop" searching mechanism for the patrons. **Action item:** the subcommittee requests that the Steering Committee assign a person or ad hoc group to research and report on possible solutions for searching across databases, including such possibilities as the Knowledge Portal in iLink, toolbar software, or third-party products.

6. **"exact title" search option**: this capability is needed to help patrons find titles which contain stopwords, Boolean operators, or common words that result in large numbers of hits – example: Bud not Buddy. **Action item:** Colleen will see if this policy can be enabled in Unicorn.

7. **Add Current Location as an option in the global-edit wizard**: Roxanne checked with John; as this location involves an item's status as well as a location (e.g., checked out, etc.), it is not suitable to be changed with the global-edit wizard.

Sharon Day-Lowe plans to continue the Cataloging Jam Sessions, and the committee discussed global-edit and transferring call numbers/copies as possible jam session topics.

Roxanne Davenport, Subcommittee Chair

Lending Services Subcommittee Annual Report 2004-2005

July 29, 2005

MEMBERS:
Mamie Carpenter
Stephanie Carter, Chair
Lynette Finch
Deborah Foster
Kay House
Patricia Leamon

Accomplishments for 2004-2005

1. A survey was sent to all ILL contacts regarding CCLINC Interlibrary loan service.
    a. The survey illuminated several issues that the Lending Services Subcommittee addressed to make ILL better and more efficient.
2. Several memos have been sent out to the ILL contacts to address various issues
    a. Reminders about sending packages to the correct locations
    b. Recommendations for the size and information to be included on mailing labels
    c. Reminders of the benefits of using book wraps
    d. Recommendations for information to be included on book wraps

e. Placing holds at the copy or title level versus the system level
   i. Placing a hold at the system level will override any restrictions placed on certain items
   ii. Print screens were sent out in this memo to illustrate how to place holds at the copy or title level
3. The CCLINC Interlibrary Loan Policies were updated, and Ruth Bryan put them on the CCLINC homepage.
4. New User Categories were assigned
   a. The Workflows upgrade introduced three new User Categories
   b. The decision was made to leave User Cat 1 and 2 the same and place commonly used items in the new User Cats 3, 4, and 5
5. An informal OCLC tutorial gathering was convened to help get ready for the migration to FirstSearch
6. The ILL Contact list is constantly being updated and improved
   a. The addition of each school's renewal policy and loan period will help to make the list even more useful.

The Lending Service Subcommittee would like to thank all ILL Contacts and directors for their joint efforts in making ILL better and better. Interlibrary loan is an extremely important service and we sincerely appreciate everyone's drive to make it better and more efficient with each passing year! Thanks to you all!

Media Booking
CCLINC Year-End Report for 2004-2005

As 2004-2005 Chair of Media Booking, I offer my services for Chair for the next calendar year; however, if you or someone you know desperately desires the position, I can be talked out of this high office. (Now this is where you speak now or forever hold your piece moment.)
Seriously, another year is here and I haven't done at all what I had hoped to accomplish with the possible exception of "meeting" a number of very accomplished individuals of the Community College community. For that reason I would like to stay around to:
        Have one or more training sessions (Yes Ruth, we will have a training session this year.)
        Take a survey of the member institutions of the use or lack of Sirsi Media Booking
        Determine what enhancements might be helpful and strive to implement said improvements.

Peter Kracunas
Librarian Technical Assistant
Alamance Community College
Kracunas@alamance.cc.nc.us
336 506-4116

CCLINC Reports Subcommittee
Year End Report, July 2005

Discussion about the possibility of forming a committee of interest to look at reports began in June of 2003. A group was formed and met for the first time via conference call in October, 2003 and decided to develop a survey to send out to determine needs. The Reports Subcommittee was established as an ad-hoc committee upon the recommendation of the Steering Committee in February, 2004. A survey was sent out by e-mail to CCLINC Report Runners and Library Directors in June. Libby Stone compiled the results from the survey and presented to the CCLINC Users Group at the annual NCCCLRA conference in July, 2004. In October of that year, the Steering Committee approved the elevation of the Reports Subcommittee to permanent status. Libby Stone, acting chair of the subcommittee, was contacted.

The new subcommittee held its first meeting February 9, 2005 via conference call. Members in attendance were Libby Stone, Ruth Bryan, Renee Dusenbury, Linda Leighty, Martha Robinson and Charles Wiggins. John Wood, SIRSI System Administrator, also attended. The subcommittee discussed compiling a reports manual for CCLINC. Many respondents to the survey had indicated a desire for a manual. An e-mail group for Reports Contacts was set up, and lists were shared with appropriate staff at community colleges.

The reports manual will be a work in progress. A starter manual will be given to attendees of the pre-conference session at NCCCLRA July 26, 2005. After the conference, the manual will be available with other procedures via the NCCCS website at: http://www.nccommunitycolleges.edu/Library_Resources/CCLINC.htm

Respectfully submitted,
Libby Stone, Chair

CCLINC Serials Subcommittee
2004/2005
Year-End Report

Subcommittee Members

Stephanie Bowers	Pitt Community College
Kay Criss	**Fayetteville** Community College
Betty Ferrell	**Beaufort** Community College
Deborah Foster	**Fayetteville** Community College
Linda Kressal, Chair	**Tri-County Community** College
Ruth Bryan	**Coordinator of Learning Services Technologies**

♦**Committee Activity** ♦ The Serials Subcommittee corresponded frequently via e-mail and phone during 2004/2005, primarily to finalize new Serials Procedures.

♦**Committee Membership** ♦ Betty Ferrell has resigned her position due to her change to part-time status at her library. Sharon-Day Lowe has volunteered to join the subcommittee for the 2005/2006 year.

♦**Serials Training** ♦ *Basic Serials Training* was not conducted during 2004/2005 since the subcommittee was in the process of revising procedures to more adequately address membership needs. The subcommittee agreed to confine future serials training to the basics of inputting holdings information into WorkFlows. Utilization of more advanced serials functions such as serials control, check-in and tracking will need to be addressed in an advanced training session which is not currently available.

♦**Serials Procedures** ♦ Serials procedures were revised to simplify the method of adding serials holdings statements to WorkFlows, in order that iLink users could identify each library's serials holdings. The Cataloging Subcommittee and the Steering Committee approved the procedures after clarifying the role of member libraries in the original cataloging of serial titles not already present in the SIRSI database.

The revised procedures and an updated serials contact list were distributed to all member libraries via e-mail. Member libraries were encouraged to add basic serials holdings statements to WorkFlows, even if they did not wish to utilize the serials module to check in and track individual issues.

♦**Original Serials Title Cataloging** ♦ Members are requested to send any original serials cataloging to the NCCCSO cataloger for input into SIRSI. Due to the complexity of serials cataloging, members are urged not to use Smartport procedures to add serials titles. ♦Changes to OCLC serial holdings ♦ **The Subcommittee is exploring with OCLC the procedure to revise serials holdings for ILL purposes.**

♦**Chair**♦ Linda Kressal will serve as Serials Subcommittee Chair for 2005/2006

Submitted by Linda Kressal, Serials Subcommittee Chair

REAFFIRMATION OF COMPLIANCE

Memo to all CCLINC campus presidents and CCLINC library directors/deans:

For many years, most community college libraries throughout North Carolina have cooperated in a formal consortium to share resources and expertise. This consortium, initially known as the DAC Users Group, became ***Community College Libraries in North Carolina (CCLINC***) in 1998 when consortium members developed a *Cooperative Agreement* to serve as a memorandum of understanding for the operation of a shared automated library system, SIRSI Unicorn. This agreement identified the consortium participants and defined their responsibilities.

In July 2001, the *CCLINC Cooperative Agreement* was signed by the presidents and library directors/deans of CCLINC member campuses; by H. Martin Lancaster, President, NCCCS; and by Pam Doyle, then-Director of Library Resources.

By signing the *Cooperative Agreement*, each CCLINC member agreed to abide by the policies, standards, and procedures adopted by the CCLINC Steering Committee and to accept the responsibilities set forth in the Agreement. These responsibilities include the following:

- inputting and maintaining local library records in accordance with consortium-wide standards
- designating a local library system administrator to coordinate all local library activity
- providing membership for appropriate CCLINC committees

CCLINC libraries do not operate in isolation; their actions impact all other CCLINC participants. Although the individuals who signed the original *Cooperative Agreement* may no longer occupy key positions, **the system-wide significance of each library's participation requires that the Cooperative Agreement remain in effect until a campus elects to exit the CCLINC consortium**.

At this time we are seeking reaffirmation of each institution's continuing support of CCLINC and the students, faculty, staff, and community that it serves.

Thank you