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The 'Missing' Link: A Collaborative Effort to Improve the Accuracy of Our Holdings

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The “Missing” Link: A Collaborative Effort to Improve the Accuracy of Our Holdings

By

Kelly Hayden & Angelina Brown



Project Scope

A joint effort between Access Services and Technical Services to manage a large number of missing items in the catalog by:

- Identifying items as “Missing”, “Lost-Library Applied” or “Lost-System Applied”
- Assessing a need for policy in regards to missing items
- Creating a workflow to manage current and future missing items

Background

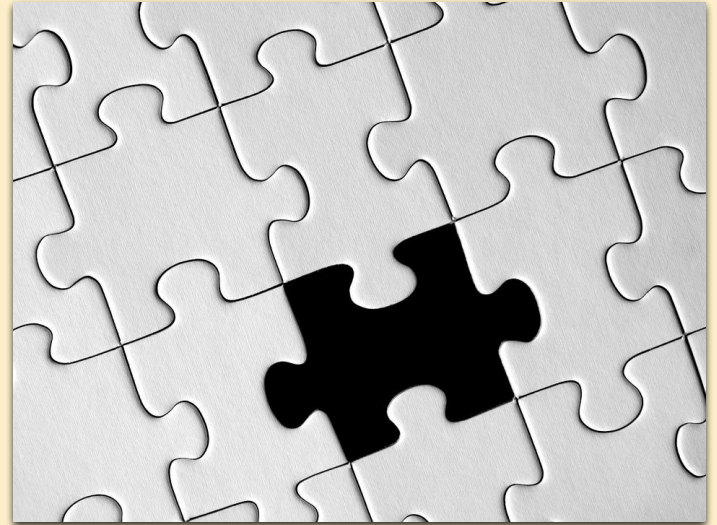
Campbell Library, the Glassboro Campus branch of Rowan University Libraries, houses a physical collection of over 300,000 books and DVDs.

In the summer of 2015, the library completed its first inventory in almost two decades. Approximately **8,500** items were identified as missing during this process.

The identification of these missing items prompted the Access Services and Technical services departments to take a closer look at how they are managed in the catalog.

Definitions

- **Missing**
 - Not charged to a user
 - Manually applied by staff
- **Lost-System Applied**
 - Charged to a user
 - More than 30 days past due
 - Automatically applied by ILS
- **Lost-Library Applied**
 - Formerly charged to a user
 - Manually applied by staff



Questions Posed

- What is our policy on missing items?
- How long should missing items remain in the catalog?
- Can these items be replaced?
- Should missing items be viewable in the OPAC?

Realization

- No past policy or procedure for managing missing items
- Displaying missing records is not useful to the user
- No reason to keep records for missing items in catalog if missing for a reasonable amount of time
- Replacing relevant material will require collaboration with subject liaisons

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Title: A child's history of art / by V. M. Hillyer and E. G. Huey; illustrated with photographs.
Author, etc.: [Hillyer, V. M. \(Virgil Mores\), 1875-1931.](#)
Publisher(s), etc.: New York London : D. Appleton-Century company, incorporated,
Date: 1933.
Description: xviii, 443 pages : illustrations ; 24 cm
Notes: "First printing."
Library of Congress Subject Headings: [Art--Juvenile literature.](#)
Genre/Form: [Juvenile material.](#)
Format: Book

Holdings Information

Location: Campbell Library - Children's Collection - 2nd Floor
Call Number: Juv 709.H6555ch
Number of Items: 1
Status: Not Found 6/20/2016 AB. Lost - 11-09-2010

Step 1: Remove Missing Duplicates

A shelf list was created to identify records that were duplicates with a missing copy

BIB_ID	TITLE	MFHD_ID	DISPLAY_CALL	ITEM_ID	ITEM_BARCC	ITEM_STATU
9236	Nursery rhymes / s	11078	Easy 398.8 N974	14925	3300100629122	Lost--Library A
9236	Nursery rhymes / s	11078	Easy 398.8 N974	14925	3300100629122	Not Charged
9236	Nursery rhymes / s	11078	Easy 398.8 N974	14926	3300100629123	Lost--Library A
9236	Nursery rhymes / s	11078	Easy 398.8 N974	14926	3300100629123	Missing
9236	Nursery rhymes / s	11078	Easy 398.8 N974	14926	3300100629123	Not Charged
1415	Borrowed feathers, 2495	2495	Easy 398.2 B737	3385	3300100628943	Not Charged
1415	Borrowed feathers, 2495	2495	Easy 398.2 B737	3386	3300100629001	Missing
1415	Borrowed feathers, 2495	2495	Easy 398.2 B737	3386	3300100629001	Not Charged
15943	Hidden you : psychi	18400	Child. YA 150 A374	24513	3300100618510	Not Charged
15943	Hidden you : psychi	18400	Child. YA 150 A374	24514	3300100618511	Not Charged
15947	I sure am glad to se	18404	Easy Fic. A377i	24518	3300100629708	Lost--Library A
15947	I sure am glad to se	18404	Easy Fic. A377i	24518	3300100629708	Missing
15947	I sure am glad to se	18404	Easy Fic. A377i	24518	3300100629708	Not Charged
15947	I sure am glad to se	18404	Easy Fic. A377i	24519	3300100629709	Not Charged
15964	Nobody asked me i	18421	Easy Fic. A377no	24538	3300100629965	Lost--Library A
15964	Nobody asked me i	18421	Easy Fic. A377no	24538	3300100629965	Missing
15964	Nobody asked me i	18421	Easy Fic. A377no	24538	3300100629965	Not Charged
15964	Nobody asked me i	18421	Easy Fic. A377no	24539	3300100680146	Not Charged
15964	Nobody asked me i	18421	Easy Fic. A377no	24540	3300100681912	Lost--Library A
15964	Nobody asked me i	18421	Easy Fic. A377no	24540	3300100681912	Missing
15964	Nobody asked me i	18421	Easy Fic. A377no	24540	3300100681912	Not Charged
16002	Taran Wanderer / b	18461	Child. YA Fic. A377	24580	3300100623038	Lost--Library A
16002	Taran Wanderer / b	18461	Child. YA Fic. A377	24580	3300100623038	Missing
16002	Taran Wanderer / b	18461	Child. YA Fic. A377	24580	3300100623038	Not Charged
16002	Taran Wanderer / b	18461	Child. YA Fic. A377	24581	3300100623039	Not Charged

If a physical copy was found on the shelf, the missing item record was deleted from the catalog

Title: Nobody asked me if I wanted a baby sister / Story and pictures by Martha Alexander, etc.

Author, etc.: Alexander, Martha, 1920-2006.

Publisher(s), etc.: New York : Dial Press,

Date: [1971]

Description: 32 unnumbered pages : color illustrations ; 16 cm .

Summary: Summary: Resenting the attention and praise lavished on his new baby neighborhood.

Notes: Sequel: I'll be the horse if you'll play with me.

Library of Congress Subject Headings: Brothers and sisters--Juvenile fiction.

Genre/Form: Juvenile material.

Format: Book

Holdings Information

Location: Campbell Library - Children's Collection - 2nd Floor

Call Number: Easy Fic. A377no

Number of Items: 3

Status: c.1 Not Found 6/20/2016 AB. Lost - 11-01-2010
c.2 Not Found 6/20/2016 AB. Lost - 11-01-2010

Step 2: Create a Policy for Missing Items

Purpose

Rowan University is committed to facilitating library users' efficient and effective access to resources.

Accountability

The Rowan University Libraries' faculty, staff (including student staff) and administrators are responsible for maintaining the collection and catalog to support research and discovery.

Policy

Books and other physical materials that have been identified as lost-system applied, lost-library applied or missing will be suppressed in the catalog after each review cycle. If the liaison librarian chooses to not replace the title, the record will be removed from the catalog and OCLC after a full review cycle (1 year / 2 reviews).

Step 3a: Develop a Procedure for Backlog

Removing missing items PRIOR to August 2016

- All missing items will be suppressed in the catalog
- Access Services will conduct one more review
- A list will be generated and split up by subject and divided amongst the subject liaisons
- Remaining missing items will be deleted by Technical Services when replacements are ordered and received

Step 3b: Procedure for Future Maintenance

- 1) Missing status is applied to material not located in the stacks
- 2) Missing status will be reviewed 2x per year
 - a) A shelflist of missing materials is generated by Technical Services
 - b) Access Services staff checks for items in stacks
 - c) Missing items found on shelves are cleared of missing status and free text note in item records
- 3) Items missing after two unsuccessful reviews will be deleted from catalog
- 4) Subject liaisons are notified when missing items are deleted from catalog
 - a) determinations whether to replace or update titles are made

Step 4a: ILS Record Update - Found Items

The list generated by Technical Services is split up and distributed amongst Access Services staff who search the shelves. If an item from the missing list is found on the shelves, it is pulled and processed:

- **Items marked Missing**
 - Missing status is removed in ILS
- **Items marked Lost-System Applied**
 - Checked against a database of users who have been charged for lost library items
 - Lost-System Applied status is removed in ILS
- **Items marked Lost-Library Applied**
 - Lost-Library Applied status is removed in ILS



Step 4b: ILS Record Update - Missing Items

The remaining missing items will be processed in bulk by Technical Services

- A new missing list is generated
- Free text note will be appended with the date items were reviewed
- Missing items will be suppressed in the catalog
 - Not viewable in the OPAC
- Any items “not found” 2x are identified and sent in a list to the Collection Management Librarian

Collection Management

- Items marked missing 2x are identified, added to a list, and sent to the Collection Management Librarian
- The list is split by subject and sent to the appropriate liaisons for review
- Subject liaisons have 2 weeks to review the list and decide whether or not to replace missing titles
- When the review period is over, Technical Services staff will delete the missing items **before ordering begins**

Issues

- Children's and Oversize collections
 - Failed inventories
- Missing records not removed before replacements were ordered
- First cycle of new procedure will happen this summer
 - Only dealt with missing items **PRIOR** to 2016
 - Children's and Oversize missing items will be dealt with in this cycle

Goals for Next Cycle

- Complete one full cycle per year
- Adhere to pre-set time parameters for each step
- Provide users with the most accurate representation of our collection
- Improve database management with scheduled inventories

Conclusion

The first attempt of this project lead us to identify and correct problems with the procedure and to set goals for the next cycle. During that cycle, 1,152 of the 7,500 original missing items will be removed from the system. 652 of those remaining items are in the Children's and Oversize locations.

This project has helped streamline workflows between two departments by creating a policy and setting a procedure that can be easily followed and maintained in the future. It has also improved our ability to maintain accurate holdings in the catalog and in turn provided users with a better overall experience.

Questions?

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