
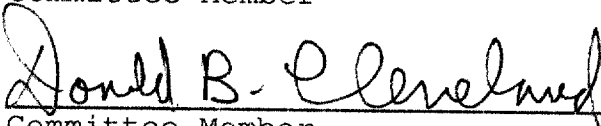


A DESCRIPTIVE STUDY OF STATE-WIDE
BIBLIOGRAPHIC DATABASES
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Gardner, Stan, A Descriptive Study of Statewide Bibliographic Databases. Doctor of Philosophy in Library and Information Science, August, 1992, 360 pages, 24 tables, 2 figures, bibliography, 69 titles.

This dissertation has compiled information about statewide bibliographic databases, their format, their cost, the number of titles and records, how they are being used, what kinds of libraries are using such databases in each state, and the effectiveness of those databases.

General information about twenty-eight states' bibliographic databases is included in this dissertation. The users of thirteen states responded to a questionnaire, surveying the effectiveness of the statewide database in their state. The costs to the individual states varies from zero, where all costs are covered by local funds or Library Services and Construction Act fund, up to 4.4 million dollars. Usage of interlibrary loan increase is detailed and explained.

There has never been an evaluation of the effectiveness of a statewide bibliographic database. This is a descriptive study of statewide bibliographic databases. No other such study appears in library and information science indexes.

A DESCRIPTIVE STUDY OF STATEWIDE BIBLIOGRAPHIC DATABASES

DISSERTATION

Presented to the Graduate Council of the
University of North Texas in Partial
Fulfillment of the Requirements

For the Degree of

DOCTOR OF PHILOSOPHY

By

Stan Gardner, B.A., A.M.L.S.

Denton, Texas

August, 1992

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1992

ACKNOWLEDGEMENTS

This study would not be possible without the support of my wife Katherine G. Ellerton, my parents Mr. and Mrs. C.H. Gardner, or my faculty advisor Dr. Herman Totten. My appreciation to them for the help they have given me.

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CHAPTER 1

INTRODUCTION TO THE STUDY

For several decades libraries have been concerned with sharing resources between them. The primary method for doing this has been Interlibrary Loan (ILL). In order to borrow materials effectively, libraries need to know what other libraries have. Many methods have been used to identify materials, such as union lists between cooperating libraries and compiled automated bibliographic databases extending over political and geographical regions. Two common forms of bibliographic databases are the On-line Computer Library Center (OCLC) and a state-wide database developed by individual states.

There has never been an evaluation of the effectiveness of a state-wide bibliographic database prior to this study. In fact, there has not been even a simple compilation of state-wide bibliographic databases. There are no entries in the library and information science indexes about states that have developed state-wide bibliographic databases.

This study compiled information about state-wide bibliographic databases, their format, their cost, how they

are being used, what kinds of libraries are using the database in each state that has a state-wide database, and asked users of those bibliographic databases if they were effective. Appendix A and B contain copies of the questionnaires used to gather this information. Appendix C gives a compilation of the responses of the various state libraries. Appendix D shows the responses of the individual users of each state.

Background Information

During the past decade, many states have experimented with the development of state-wide bibliographic databases. A state-wide bibliographic database is defined as a file of machine-readable bibliographic records that is a comprehensive source of the bibliographic holdings of libraries within the political and geographical boundaries of a state.¹

Illinois and West Virginia started early with state-wide bibliographic databases by creating interfacing on-line systems. These databases included records from public, college, and special libraries, and were accessible to users in libraries and others with microcomputers and modems. Eighteen states creating such state-wide bibliographic holdings databases during the past few years have been utilizing a more recently created format, that is, Compact

disc - Read Only
Memory (CD-ROM)
technology.
Only eight
vendors at this
time offer CD-ROM
public access
catalogs ² or
Compact disc -
Public Access
Catalogs (CD-

<u>Company</u>	<u>CD-PAC</u>
Auto-Graphics	Impact
Brodart	LePac
Gaylord Co.	SuperCat
General Research Corp.	LaserGuide
Library Corp.	Intelligent Catalog
Library Systems & Services	LOANet
Marcive	Marcive/PAC
Utlas Int.	CD-CAT

Figure 1 Vendors of Library Catalogs on CD-ROM.

PACs).^{*} However, Marcive and Utlas have never successfully bid for a statewide database contract as reported by the twenty-eight state libraries responding to the questionnaire used in this study. Brodart, Inc. introduced the first CD-PAC in the summer of 1985. Brodart's "LePac" system and Auto-Graphics "Impact" are used most often, with seven states using Brodart, and four states using Auto-Graphics, out of the eighteen states that currently have CD-PACs.

Methods of providing access to a state-wide bibliographic database include on-line systems, microforms, and CD-ROM optical discs. Magnetic tape and magnetic disk may be used in the future, but are not currently used by any

* Note: Gaylord and LSSI split and created two separate CD products in 1989. In 1991, Follett and LSSI contracted with each other to develop and market LOANet.

state as a means of access to a state-wide bibliographic database.

Microforms are considered the least desirable form of a state-wide bibliographic database. They can provide the same information at a fraction of the cost, but there is a major disadvantage to it. There is a great deal to be desired in the search capability of microforms. Microforms are sequential in nature so that one has to go through many pages in order to arrive at the specific page needed. Microforms are an extension of printed catalogs, a user physically has to handle the plastic film to find the specific range in author, or title depending on how the microform is printed. It is impossible to access multiple records automatically by searching key terms.

On-line systems and CD-ROM share many of the same advantages in retrieval of bibliographic information. On-line systems have an advantage, in that information is updated continually, not in batch mode over a period of months. Illinois is an example of a state that has an online system.

The major argument against using an on-line system is cost, i.e. telecommunications, equipment, and personnel. Part of this research studied the difference between formats and showed the extent that cost factors play in states selecting their delivery system. A secondary disadvantage of an on-line system is that when the phone lines are down

or the main computer is down, there is no way to access the database. CD-ROM systems do not have this disadvantage, the user is able to go to another microcomputer if a problem arises with the equipment.

The reduction of cost and the advance of technology has made gigabyte magnetic drives now feasible to consider as another alternative to CD-ROM or on-line systems.

The major argument for using an on-line system is that they are instantly accessible, when a change is made in the database everyone can use the changed data instantly. Some library directors and boards consider this to be a disadvantage under some circumstances. In interlibrary loan, many library boards do not want other libraries to borrow new material. They feel that their money was spent to purchase materials for their patrons and other libraries should do the same.³

Statement of the Problem

No evaluation of state-wide bibliographic databases exists. There is nothing in print on which format (microforms, CD-ROM, on-line systems, etc.) were selected by the states that have state-wide bibliographic databases, nor the criteria for the selection of a specific format in each state with a state-wide bibliographic database. Currently, there is nothing published which lists the states that have

developed state-wide bibliographic databases.

Purpose of the Study

The purpose of this study was to conduct an assessment of state-wide bibliographic databases and to report the impact of their usage based upon the information supplied from a sample of the librarians in each state who use the databases.

In order to accomplish this a description was made of each state's database and its configuration. The description consisted of the number of libraries included in each state's database, the organization of the data, and the types of data included. In addition, samples of inter-library loan statistics were collected from each state that uses such a system.

Significance of the Study

Many states feel that sharing resources is important, and state-wide bibliographic databases are a way to accomplish this goal. They feel that sharing resources is important because in today's world it is almost impossible to provide the information requested by a library's various patrons due to the tremendous increase in information

available world wide.⁴ An evaluation of present state-wide bibliographic databases, since those states that are creating a bibliographic database will expend great amounts of money, time, and effort, is needed.

This dissertation is a bench-mark to those states considering creating a state-wide bibliographic database. Those states that currently have such a database will have access to information about other state's bibliographic databases. It can bring attention to aspects of the various databases that may require reevaluation and it also can become a planning tool for improvements. This could be used as part of an interactive dialogue between the state library and the individual libraries using the databases. Data concerning the databases illustrates where perceived problems exist, and could be used by public libraries and the state libraries making decisions regarding the development of state-wide bibliographic databases.

This study also included what some vendors of bibliographic databases currently offer in the way of services, backup, and sophistication of retrieval software. Information regarding the impact of such a database on library services in states currently using a state-wide bibliographic database will be useful in determining what formats other states may wish to pursue.

Limitations of the Study

This study will look only at those states that have bibliographic records in a state-wide bibliographic database. Each state that has a state-wide bibliographic database was asked to supply a random list of library addresses with a contact person who currently uses the database. This random selection of libraries was sent a survey form. The study was limited by the number, style, and accuracy of the responses of those surveys returned.

Scope

The scope of this dissertation was intended to study only those states that have developed a state-wide bibliographic database and where publicly funded libraries are eligible to participate in using the database.

Research Questions

In order to develop this dissertation, the author addressed these research questions:

1. How are state-wide bibliographic databases used by libraries in each state? (i.e. developing automation

for individual libraries, Interlibrary Loan, Optical Public Access Catalogs (OPAC), Cataloging, etc.)

2. What is the impact of a state-wide bibliographic database on resource sharing in each state?
3. What are the strengths and weaknesses of a state-wide bibliographic database?
4. What are the factors that state libraries should consider when selecting a state-wide bibliographic database vendor?
5. What is a way currently being used to select a vendor's product?

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CHAPTER 2

REVIEW OF THE LITERATURE

A search of library literature relevant to the development of state-wide bibliographic databases indicates that little information has been published in this area. Many studies have been published on interlibrary loan systems and their effectiveness, but not relating to a state-wide bibliographic database. A number of states have looked at the possibilities of creating a machine readable database of library holdings, usually within an overall plan for library automation. An on-line search of the ERIC database and a manual search of Library Literature resulted in relevant articles and ERIC research reports. None of the citations found in Dissertation Abstracts and only two items in Library and Information Science Abstracts (LISA) pertained to state-wide or regional bibliographic databases.

Many states have considered developing a state-wide bibliographic database in some form. Currently 28 states have produced state-wide bibliographic databases, 18 of those are on CD-ROM. In addition, a number of states have regional databases on CD-ROM or are considering developing

state-wide bibliographic databases. Twelve states have on-line state-wide bibliographic databases and six still use microforms as their format of choice. The six states that provide microforms also provide either on-line or CD-ROM systems at an additional cost to the local library.** The goals of most of these state-wide bibliographic database projects include at least one of these three goals: (1) to promote resource sharing among libraries within each state; (2) to encourage use of automation on the local level; and (3) to improve the accuracy of bibliographic records created by the individual libraries. To determine the degree to which these goals have been accomplished was a major part of this researcher's effort.

The following include those states actively using state-wide bibliographic databases and a brief comment on each.

Alaska:

One of the six states that provide multi-format databases, it can be accessed via CD-ROM, Microfiche, and on-line. The vendor is WLN, all types of libraries use the database, but expenses are shared between federal and local funding sources. The database contains 2.2 million holding records and approximately 1 million titles as of the spring

** State library survey forms compiled by Stan Gardner 1991 and 1992.

of 1992. The database was first accessible to libraries in 1985. The primary purpose of the database is resource sharing, the secondary purpose is cataloging. There are 20 libraries contributing records to the statewide database.¹

Colorado:

In 1992 the Colorado legislators approved the creation of the "Colorado SuperNet." A system of individual library catalogs with a single menu that would be accessible on-line via the InterNet. The number of records and titles that are on this system have not yet been compiled, since it is just now in development. This is an extension of the Colorado Academic Research Library (CARL) system to all libraries in Colorado.²

Connecticut:

A long planned project starting with CD-ROM test discs in 1988 and 1989 to the 1990 system of 3 discs supplied by Auto-Graphics, containing 2.04 million titles and 9.6 million holdings. Two hundred and seven libraries are in this project, which has as its primary goal to provide a public access catalog to all the libraries in Connecticut.³

Delaware:

In October of 1990 the first CD-ROM disc was produced and consisted of records from 50 public, academic, private

school, and special libraries. There were 386,153 titles on the first disc produced by Brodart. The primary purpose of this database is to improve interlibrary loan.⁴

Georgia:

This is another of the six states that have multiple formats. Serials are on-line through OCLC serials sub-system. The rest of their database is on Microfiche. This database includes 14 million holdings with 7.8 million titles. Expenses are covered by a combination of federal and local funds. The OCLC serials sub-system was first established in 1988. The primary use of the database is for resource sharing.⁵

Iowa:

Iowa produced the first state-wide bibliographic database on CD-ROM. In 1986 the Iowa state library distributed 2 CD-ROM discs containing their state-wide bibliographic database. The vendor was a small company in Colorado called Blue Bear, Inc.. The Iowa state library originally had planned on developing a COM (Computer On Microfiche) type database, but after talking to the Blue Bear staff they decided on the CD-ROM format. The database was developed as a resource sharing tool, and started with only 32 libraries that had OCLC tapes available. Currently the Iowa database contains 1,5 million records, almost 5

million holdings on three discs. The database was and is a LSCA project. In 1991 the Iowa State Library distributed a Request for Proposal, looking for a new vendor for the production of the database, since Blue Bear has decided not to continue in this type of business.⁶ Library Corporation was accepted as Iowa's vendor, and will distribute the new database in the summer of 1992.⁷

Kansas:

In 1988 Brodart, Inc. produced the state-wide bibliographic database using Library Service and Construction Act (LSCA) funds. It is used as a tool to support resource sharing (ILL), and consists of approximately 2 million records on two discs.⁸ It is provided on both CD-ROM and on Microfiche to those libraries who request it that way.⁹

Louisiana:

Started in the 1960's as a Union List which did not contain full bibliographic information, it developed into a statewide database on microfilm. In 1987 LSSI produced the database on 12" videodiscs, and in 1989 the system changed to CD-ROM. There are 1.4 million titles, 4,685,721 holdings on 2 discs, consisting of 53 public libraries, 3 academic libraries, and the State library participating. The primary goal is resource sharing, secondary goals include

verification of data, and cataloging of materials. Funding consists of a combination of federal (LSCA), state, and local moneys.¹⁰

Maine:

Maine produced its first state-wide holdings catalog on CD-ROM in December, 1988 using Auto-Graphics as the vendor. Their three goals are: (a) to facilitate resource sharing; (b) to assist libraries in converting their holdings to machine-readable form by matching against MaineCat and (c) to provide computer-based access to local holdings for a library's own walk-in users (public access). MaineCat has school, public and academic libraries involved. It includes 200 libraries, with 2.5 million holdings and 1.1 million titles. Maine is unusual in the sense that this project has used state funds completely, and no federal funds have been allocated in either its creation or maintenance.¹¹ In 1991 they published a RFP for a new vendor. Library Corporation received the bid and will distribute the new database in 1992.

Maryland:

Like many states, Maryland had been working on a state-wide bibliographic database using microfilm since 1975. In 1988 this database was converted to 2 CD-ROM discs using Auto-Graphics software. They have also established an on-

line system. However, there are some major defects in the on-line system, such as no Boolean searching. Currently there are 135 public, academic, school and special libraries contributing 2.6 million titles and 6.5 million plus records. The primary goal of this database is to support resource sharing (ILL) throughout the state.¹²

Mississippi:

Started in 1979, the Mississippi Union Catalog consisted of 40 public libraries using microfilm. In 1985 LSSI produced the database on 12" videodiscs, and in 1987 converted them to CD-ROM. There are currently 700,000 titles and 3 million plus holdings on a single disc, from 243 public libraries, the state library, other state agencies, and serials holdings from all of the community colleges in the state. The primary goal of the statewide database is for resource sharing, a secondary use is cataloging. Funding is shared between federal, state, and local resources. A microform version of the statewide database is still available upon request.¹³

Missouri:

The idea for a state-wide bibliographic database in Missouri was under consideration in the late 1970s. The need for libraries to share their resources and to take maximum advantage of computer and communications technology

led the Missouri State Library to commission a study to investigate the possibilities. Published originally in December 1978 and somewhat revised in January 1979, this report focused on the plans to improve library service in the state and to make it more feasible for libraries to implement new technology. The number one priority recommended was that Missouri "establish a state-wide bibliographic database of library records."¹⁴

In 1987 a contract was signed with Brodart, Inc. to produce a CD-PAC of the machine-readable records available from all types of libraries. The Missouri State Library secured funding through the LSCA to furnish public libraries throughout the state with the hardware and software to create machine readable records of their collections using the Bibliofile system. Brodart processed records from the Online Computer Library Center (OCLC) records, and other proprietary systems already in existence. In October 1988 the CD-PAC was distributed to 216 Missouri libraries participating in the project. The project goals were twofold: first to encourage development of machine readable records to promote local automation of library services and secondly, to encourage interlibrary cooperation and resource sharing.¹⁵

Currently there are 3.5 million titles, and 9 million holdings on four discs. Missouri has also produced three additional discs. One contains the Union list of serials

and newspapers for Missouri libraries, the second is an Author/Title index showing where that record can be found on the original four master discs, and the third is a supplemental disc produced six months after the original master discs.¹⁶

Nebraska:

The on-line system used in Nebraska is OCLC, there are 4 million records loaded into the database, it is not known how many of these are unique. One hundred and thirty-five libraries use OCLC, and all of the cost is borne by the local library.¹⁷

Nevada:

In 1988 Nevada contracted with General Research Corporation to produce a state-wide bibliographic database using "LaserGuide." Over seventy libraries participated including public, academic, and special libraries. The startup database contained approximately 1.2 million holdings.¹⁸

New Jersey:

The state of New Jersey was considering the development of state-wide bibliographic databases by 1980. The Computer Application Task Force of New Jersey listed the "creation of a state-wide bibliographic database and standards for

machine-readable records and the creation of a state-wide union catalog" among a list of recommendations.¹⁹ Since then some of the libraries have gone together to produce a regional database on CD-ROM, but have not yet developed such a database state-wide.

North Dakota:

Using the University system as the contractor, North Dakota on-line users can also connect with South Dakota's and Minnesota's databases. The software used is UNISYS/PAL, the database contains 793,721 titles and 1,166,086 holding records. Established in 1989, funding comes from a combination of state and local moneys. The primary purpose of the database is resource sharing. Twenty-two libraries currently use the system.²⁰

Ohio:

In November, 1990 the first CD-ROM disc consisted of records from 24 public libraries and holding 343,055 titles and 654,734 holding records. The vendor for the database is Library Corporation. The primary goal in establishing this state-wide bibliographic database is to provide expanded resources for users through interlibrary loan. The Ohio state library is selling the Ohio Shared Catalog CD-ROM for \$255.00 each.²¹ Ohio is also working on an on-line system using the University of Miami in Oxford Ohio, as the hub of

the system. Currently (1992) they are planning on linking thirteen university libraries, two private university libraries, two medical college libraries and the state library of Ohio.²²

Oklahoma:

In 1991 the Oklahoma State Legislature appropriated \$350,000.00 to the Oklahoma Department of Libraries to administer a CD-ROM bibliographic catalog project. The target date for completion of the first CD-ROM disc is spring, 1992. It is expected to combine bibliographic catalogs of approximately 300 public, school, academic and special libraries. Projections show that the disc(s) should contain approximately 7 million records.²³

Oregon:

The statewide database only contains serials holdings information.²⁴

Pennsylvania:

In 1984 they used LSCA funding to start the development of a state-wide bibliographic database. State funding continued the project after the second year, the project was designed to provide a Public Access Catalog, not just a reference tool; and finally, the database includes all libraries, public, academic, special and school libraries.

All records in the database were built directly from shelf list cards. The first CD-PAC was distributed in Pennsylvania in the fall of 1986. There are 1,050 libraries participating in the statewide database which contains 2.6 million titles and 12.8 million holding records. Brodart, Inc. is the vendor.²⁵

Rhode Island:

There are 45 libraries that provide the basis of records in the Rhode Island state-wide bibliographic database. The first CD-ROM database was delivered in July, 1990; it now has 367,562 titles, and 1.3 million holdings. This project is funded by a local private foundation. There is also an on-line version of the database accessible to those libraries that wish to use it. The primary purpose of the database is to provide public access catalogs to participating libraries. Auto-Graphics is the vendor for the CD-ROM database.²⁶

South Dakota:

Established in 1987, this on-line database uses the UNISYS/PAL's software system. There are 184 libraries using the system, which contains 1.1 million titles and 2 million records. The cost of the project is shared between federal, state, and local resources.²⁷

Tennessee:

In 1989, the Tennessee State Library and Archives began the process of developing TELINET, a state-wide library database. TELINET currently includes records of the bibliographic holdings of the State Library and Archives, the Public Library of Nashville and Davidson County, the Knox County Public Library, the Chattanooga/Hamilton County Library, the Memphis/Shelby County Library and Information Center, the Tennessee Union List of Serials and the multi-county regional libraries in the state. This encompasses 1.25 million titles on two CD-ROM discs and uses Auto-Graphics as the vendor. The main purpose of the system is for resource sharing (ILL). It is paid for using LSCA funds.²⁸

Virginia:

The state library of Virginia produced its first CD-ROM state-wide bibliographic database in 1988. Currently this database contains 4 million records, and has used Brodart's LePac software in the past. The Virginia state library is now dropping its CD-ROM version of the database and developing an on-line database using its own computer and the Virginia Tech Library System (VTLS).²⁹

West Virginia:

The VTLS on-line database is used by 111 libraries of

all types and contains 1.3 million titles and 3 million records. Funding comes from a combination of federal, state, and local moneys. It was first started in 1983, and has had very little upgrading since then.³⁰

Wisconsin:

In 1983 the Wisconsin Department of Public Instruction, Division of Library Services, started the Wisconsin Catalog (WISCAT) as a project to develop a state-wide resource sharing tool and a state-wide bibliographic database. At first, WISCAT was a microfiche catalog; in 1987 a recommendation of the state's Council on Library and Network Development was to phase out production of the microfiche format and produce a CD-ROM database. At that time an online system was considered, but funding required to maintain such a database and access to it was not considered feasible. Currently WISCAT has 1000 libraries involved, including public, academic, school and special libraries. There are 4.15 million titles and 21 million holdings included on the database, located on 5 different CD-ROM discs.³¹ The vendor producing the database and retrieval software is Brodart.³²

Regional Databases:

Portions of California, Washington, Montana, and Idaho have developed regional databases, but not individual state-

wide database. WLN provides both a regional CD-ROM database and an on-line database for libraries in Washington, Alaska, Montana,³³ and Idaho. The WLN database contains 435 libraries, 3.3 million holdings, 1.3 million titles and is housed on 4 CD-ROMs. LaserCat, WLN's retrieval software is primarily concerned with providing resource sharing for regional libraries.³⁴

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CHAPTER 3

METHODOLOGY

Data was gathered in two ways. First, a survey form was sent to all 50 state libraries, with a phone interview of State Library's Automation Officer in states that have reported having a state-wide bibliographic database. Secondly, a survey was sent to approximately 25% of the libraries in each state that use the state-wide bibliographic database. Seven hundred and fifty surveys were sent. These libraries were randomly selected by individual state libraries in their state. Seventeen state libraries responded to the survey form.

The state library is the coordinator of the state-wide bibliographic database, and is usually the agency that pays for developing and maintaining most statewide databases. In addition each state library maintains the files, the "Request for Bid" used to select the vendor, and data on the individual libraries (circulation, collection, population, ILL transactions, staff, etc. of each library) which uses the state-wide database.

The survey was sent randomly to 25% of the libraries in each state that participates in a state-wide bibliographic

database. The addresses of these libraries were requested from each individual state library during the phone interview, and by a follow up letter. By surveying 25% of each state's libraries involved in a state-wide bibliographic database, the proportions represented should have been equal. However, due to the responses, some of the smaller states had a higher representation than larger states. Each survey form was marked with a code to identify the state and type of library of the respondent.

Instrumentation

The research prepared a questionnaire addressing the general research questions identified in Chapter 1. The questionnaires were printed on pastel colored paper. (There has been research that supports the idea that pastel colored questionnaires receive a higher response rate than those on plain white paper.)¹ The survey instrument was first pilot tested on selected libraries of differing types within Missouri and revisions were made before being distributed.

Data Collection

This researcher used both a survey instrument and a phone interview with each state library automation officer,

as the primary means of collecting data. Secondary sources of data included reports and files developed or generated by individual state libraries. A third source of data came from library reference tools.

Analysis of Data

Surveying 25% of libraries participating in use of a state-wide database randomly selected, provided the pattern of basic use. In addition, by using reports compiled by state libraries and comparing past reports to current data, the information obtained was used to develop a database of changes in patterns of usage and resources since the beginning of the state-wide bibliographic database in each state. Other data that was gathered by the survey instrument are: type of library; size of library collection; average daily use of the state-wide database in minutes; type of staff using the state-wide database; method of inter-library loan request (i.e., mail, OCLC, ALANET, state, local or regional library networks, telephone, FAX, etc.); number of incoming and outgoing inter-library loan requests before and after implementation of the state-wide database. Appendix A contains a sample of the survey form to individual libraries and Appendix B contains a list of the questions each State Library's Automation Officer was asked. Appendix C contains a compilation of each state

library's report, and Appendix D contains the responses of the users from the survey found in Appendix A.

Definition of Terms

In order to be consistent and to avoid a conflict of definitions, the following terms are defined.

ALANET: A telecommunications network operated by the American Library Association. This ceased to exist as of February, 1992.

CD-PAC: Compact disc - Public Access Catalog, a catalog containing bibliographic data of one or more libraries on CD-ROM.

CD-ROM: Compact disc - Read Only Memory, an information storage device in which information is stored digitally on a laser optical disk, and decoded with software through a computer.

Interlibrary Loan: A request from one library to another library to provide a particular item, or photocopy.

OPAC Online Public Access Catalog - A computer based library catalog that allows users to access bibliographic information by themselves via computer terminals.²

OCLC On-Line Computer Library Center. OCLC has become the single largest bibliographic database in the U.S. offering bibliographic services to libraries. It is

normally considered as the primary cataloging tool, or the interlibrary loan (Group Access) communications tool for libraries.

Resources: The collections, staff, and facilities available to a library. When speaking of sharing Resources, it usually refers to materials in the collection, that could be loaned to another library.

State Library: The Library designated by each State Government to disseminate and regulate Library Services and Construction Act funds. Most state libraries also coordinate state-wide library activities, provide specialized library service to state government and provide other services based upon the needs of that state.

State-wide bibliographic database: A file of machine readable bibliographic records which is intended to be a comprehensive source of the bibliographic holdings of libraries within a state.

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CHAPTER 4

ANALYSIS OF THE DATA

Response

Questionnaires were mailed to 750 libraries in 15 states based on the mailing lists provided by each state library. This is approximately 25% of the libraries that use the statewide database in each state.

A total of 325 questionnaires were returned, representing a 43% return. Thirty six of those returned were marked "do not use" or "do not wish to respond." These were not included in the analysis. Libraries in four states did not return a large enough number to be considered valid. There were only one or two responses which did not reflect the users of a state-wide database for the entire state. This resulted in a 38% response rate. There were sufficient responses from 13 states to be considered valid, where the response was 10% or more of the surveys send out. Due to the number or surveys returned, a follow up letter was not sent to those libraries not responding.

The questionnaire was completed by personnel with 16 different job titles. Some individuals did not respond to this question (1%), and some put their name instead of a title (9%). The largest number of the respondents identified themselves as "Librarian" or "Director", 51% of the total. "Interlibrary Loan Librarians" or "Assistant ILL" completed 6% of the questionnaires and "Reference Librarians" submitted responses for 8%. Other personnel completing questionnaires included Media Specialist (4%), Assistant Librarians (7%), Technical Services Librarians (4%), Adult Services Librarians (5%), and others as indicated in Table 1.

Because some questions were not completed by all of the respondents, the analysis of each question was calculated using the total number of responses for that question. Therefore, the total number of responses will vary from question to question or from table to table. Some states had CD-ROM databases, some had Microfiche, and some were on-line. Some states had two or even three of these formats being used at the same time. This also caused a varied response to the questionnaire.

The individual states' responses can be found in Appendix D.

TABLE 1

Title of Respondent		
Title:	n	%
Assistant - Associate Director	19	7%
Assistant ILL	4	1%
Bibliographic Specialist	2	1%
Computer Manager, Coordinator	3	1%
Coordinator Adult Services	13	5%
Director, Head Librarian, Library Manager	147	51%
Extension Librarian	1	0%
Head, Collection Development	1	0%
Head, Reference Services	6	2%
Head, Technical Services, Cataloging	11	4%
ILL Coordinator, Supervisor, Head, etc.	15	5%
Library Clerk	2	1%
Library Tech	2	1%
Media Specialist, LRC Specialist, Information Specialist	10	4%
Name if individual rather than title	26	9%
Reference Librarian	18	6%
System Operator	2	1%
No Response	4	1%
	286	100%

Tables 2 and 3 indicate the total response to the questionnaire by type of library and size of library collection.

TABLE 2

Type of Library		
Type	Number	Percentage
Public	130	45%
Academic	90	31%
School	48	17%
Special	21	7%
Totals:	289	100%

The largest number of respondents were from public libraries and represented 45% of the total. Academic libraries were second in number of responses with 31% of the total. In many states school and special libraries are not included among statewide database users. However in this survey, schools represented 17% of the respondents, while special libraries accounted for 7% of all respondents. The school libraries from Pennsylvania skew the representation nationwide, but that is simply because not many other states include school libraries in the state-wide bibliographic databases.

Table 3

Size of Collections		
Collections:	n	%
Under 25,000	88	30%
25,001 - 50,000	74	26%
50,001 - 100,000	47	16%
100,001 - 250,000	45	16%
Over 250,000	27	9%
Unknown size	8	3%
Total	289	100%

Libraries with collections under 25,000 volumes accounted for almost one-third of the respondents. The responses from libraries with less than 50,000 volumes accounted for 56% of the respondents, while those libraries with collections over 250,000 volumes made up only 9% of the total respondents.

TABLE 4

Type of Uses of the Statewide database		
Description	Number	%
Interlibrary loan	289	39.6%
Public Access	107	14.7%
Backup	55	7.5%
Cataloging / Acquisitions	175	24.0%
Collection Development	84	11.5%
Other	19	2.6%
	729	99.9%

Question 4 of the survey asked the respondents to check all of the various ways in which they were using the statewide database. Five choices were given and a sixth was open ended so that the respondents could enter any other use for the database. Table 4 illustrates the responses.

As one would expect of a statewide database designed to encourage resource sharing, the primary use of the statewide database was for interlibrary loan usage (40%). Two-hundred and eighty-nine of the respondents use the database for interlibrary loan purposes. More than 24% of the users verify cataloging or acquisitions data with the database. Fifteen percent of the users use the database as a public access catalog. Just over 11% of the users view the database as an aid to collection development. Two percent of the users responded in the other category. Indicating that the database was used as a reference tool for the public, students, and faculty to find what other materials were available through out the state.

TABLE 5

Amount of time spent daily on the state-wide database		
Minutes	Statewide Database	
	n	%
0 or no response	38	13%
Less than 10	18	6%
10 to 19	27	9%
20 to 29	16	5%
30 - 44	45	15%
45 - 59	6	2%
60 - 119	42	14%
120 - 179	31	11%
180 - 239	20	7%
240 - 299	8	3%
300 +	36	12%
Other	5	2%
Total	292	99%

Thirty-eight libraries did not respond to question number 5. Eighteen libraries used the statewide database for less than 10 minutes daily, 27 from 10 to 19 minutes daily, 16 from 20 to 29 minutes, 45 for 30 to 44 minutes, 6 for 45 to 59 minutes, 42 for 60 to 119 minutes, 31 for 120 to 179 minutes, 20 for 180 to 239 minutes, 8 for 240 to 299 minutes, and 36 indicated they used the database for over 300 minutes a day. Some of these indicated that their on-line system was available via dial up access 24 hours a day.

In replying to question number 6, the least amount of time reported was twice a month. Forty users indicated that the database was being used more than five hours a day.

Forty users did not respond. Seventeen percent used the database for an hour each day.

TABLE 6

Amount of time spent daily on ILL.		
	Interlibrary loan	
Minutes	n	%
0 or no response	40	13.9%
Less than 10	11	3.8%
10 to 19	19	6.6%
20 to 29	14	4.9%
30 - 44	35	12.2%
45 - 59	9	3.1%
60 - 119	50	17.4%
120 - 179	35	12.2%
180 - 239	13	4.5%
240 - 299	18	6.3%
300 +	40	13.9%
Other	4	1.4%
Total	288	100.2%

TABLE 7

Staff using database		
Staff	n	%
Interlibrary loan	219	20.3%
Reference	532	49.4%
Technical Services	115	10.7%
Director	155	14.4%
Extension Services staff	20	1.9%
Other	33	3.1%
No Response	4	0.4%
Total	1,078	100.2%

Table 7 profiles the personnel who use the statewide database. Multiple answers were common from the respondents, which is why there are 1,078 separate entries. It was to be expected that from databases designed to facilitate interlibrary loan, those personnel who would most frequently be reported as users would be interlibrary loan staff. However, this did not hold true. Reference staff was 49% of the use, versus 20% for interlibrary loan staff. This is followed by library directors (14%), and technical services staff (10%). Among other personnel listed were students, faculty, and secretaries. Extension services staff used the databases less than 2% of the time.

TABLE 8

Dedicated equipment		
Responses	n	%
No response	11	3.8%
Yes	189	65.9%
No	87	30.3%
Total	287	100.0%

Eleven libraries did not respond to question number 8, while 66% indicated "yes" the work station was dedicated to the statewide database. Thirty percent replied that they used the equipment for other purposes besides the statewide database.

TABLE 9

Public Access?		
Responses	n	%
No response	3	1.0%
Yes	143	49.5%
No	143	49.5%
Total	289	100.0%

Question 9 asked if the public had access to the statewide database. Three libraries did not respond, 143 replied that they didn't, and 143 replied that the public did have access to the statewide database.

When asked why they didn't allow the public to use the statewide database, 56% indicated that they didn't have

enough equipment, 24% said that they didn't have room for public terminals, and 12% indicated that the database was available for staff only. This is reflected by individual states like Ohio, where the libraries have to pay for their CD-ROM discs. Also, some states, especially states with on-line systems, indicated that the software was not user friendly and patrons could not use the database without a librarian assisting them in its use.

TABLE 10

Why Not Provide Public Access?		
Responses	n	%
No Interest	3	2.4%
No equipment	70	56.0%
Difficulty of use	3	2.4%
Staff use only	15	12.0%
No Room	31	24.8%
Microfiche only	1	0.8%
Used as a toy	1	0.8%
No CD-ROM extensions	1	0.8%
Total	125	100.0%

Equipment failure has not been a major problem, only 14% indicated that they had equipment problems. Most of those failures were communications problems for on-line systems, or disk failures for CD-ROM systems. Some of the "equipment" problems were really lack of trained staff knowing how to set up and operate the database.

TABLE 11

Hardware Problems		
Responses	n	%
No response	9	3%
Yes	41	14%
No	237	83%
Total	287	100%

Of the 14% who had problems with software, some were actually hardware related problems, some didn't have the staff with computer skills to set up and operate the database, several wanted to do things that their software wasn't programmed to do, and some were related to not understanding the manuals and help screens. One respondents indicated that they were never able to put the microfiche in the correct way to be able to read it.

TABLE 12

Software Problems		
Responses	n	%
No response	13	4%
Yes	47	14%
No	222	65%
Not Applicable	59	17%
Total	341	100%

Three states did not offer statewide training, but some of the users received training. The respondents in those states did not explain how they received training. Even in

those states that did offer training, time has passed since it was offered, and new people have taken jobs without having had access to that training.

TABLE 13

Training - offered and attended			
Responses	n - State Training	n - Attended	%
No response	8	7	2%
Yes	245	237	83%
No	53	42	15%
Total	306	286	100%

In question 15, (Table 14) over 25% indicated that they needed additional training in order to make effective use of the statewide database. Appendix D has a break down of the individual state's responses.

TABLE 14

Training - Adequate or need additional training?				
Responses	n - Adequate training	%	n - need Training	%
No response	51	18%	9	3%
Yes	214	74%	73	25%
No	23	8%	206	72%
Total	288	100%	288	100%

TABLE 15

Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	76	94	64	19	16	21	290
%	26%	32%	22%	7%	6%	7%	100%
17. Express - Advanced level of searching.	77	79	61	14	16	35	282
%	27%	28%	22%	5%	6%	12%	100%
18. Boolean	35	59	70	37	23	64	288
%	12%	20%	24%	13%	8%	22%	99%
19. Keyword	75	64	74	25	16	32	286
%	26%	22%	26%	9%	6%	11%	100%
20. Wildcard	36	47	73	24	26	77	283
%	13%	17%	26%	8%	9%	27%	100%
21. Ease of use - searching	69	119	61	11	9	14	283
%	24%	42%	22%	4%	3%	5%	100%
22. Speed	40	72	75	52	23	26	288
%	14%	25%	26%	18%	8%	9%	100%
23. Directions	68	99	78	21	9	12	287
%	24%	34%	27%	7%	3%	4%	99%
24. Manual	33	65	100	27	22	37	284
%	12%	23%	35%	10%	8%	13%	101%
25. Screens	67	109	81	10	5	16	288
%	23%	38%	28%	3%	2%	6%	100%
26. Changing Discs	24	60	93	18	16	79	290
%	8%	21%	32%	6%	6%	27%	100%
Total # per category	600	867	830	258	181	413	286
Average Percentage of each category	19%	27%	26%	8%	6%	13%	99%
Average of each category	55	79	75	23	16	38	

Almost all of the CD-ROM databases have at least two modes of searching. These terms are from Brodarts LePac software for the standard (Browse) and advanced (Express) search modes, since Brodart has the seven largest statewide database contracts. Browse searching allows a single search by author, title, or subject much like a card catalog searching. The Express mode, a somewhat more sophisticated method of searching, permitting the user to search multiple fields simultaneously.

Keyword searching is available using the "Anyword" field and both Boolean logic and truncated searches may be performed. Because many users search in the Express Mode and yet never utilize these specialized search strategies, questions 18, 19, and 20 addressed each feature separately. Some on-line systems like Maryland's, have no Boolean logic searching available.

Eighty percent of the respondents rated the Browse search mode as average or above average. Seventy-seven percent rated the Express search mode as average or above average.

Boolean searching is performed in the LePac system using the Express Mode. A string of terms in a search field assumes the "and" logic should be applied. Terms inserted within parenthesis marks are searched with "or" logic. Terms entered with a tilde (~) between words are searched with "not" logic. Question 18 asked the users to rate the

Boolean search capabilities of their Statewide database. Twenty-two percent of the users did not respond to this question. The significant difference in the lower response rate on Boolean searching suggests that a substantial number of users are unfamiliar with the Boolean search logic and therefore, do not use this search strategy. However, as mentioned before, some databases do not even offer Boolean searching as an option. Several users asked "what is Boolean" on their surveys. It appears that with 22% not responding to this question that additional training is badly needed in this area.

Of those who use Boolean logic, 24% rated their software as average, and 32% rated their software above average or excellent. Twenty-one percent rated their software as below average or poor.

Question 19 required the respondent to assess the "Keyword" search strategically. Seventy-four considered it average or above average, 15% considered it below average or poor, while 11% did not respond to the question.

Question 20 asked for assessment of the "Wildcard" or "Truncated" search strategy. With LePac this requires the user to insert an asterisk (*) to the right of a minimum of the first three letters of a search term. All terms with the corresponding first three letters are retrieved. To perform an embedded character truncated search, the question mark (?) is inserted within a search term. A question mark

may be inserted for each unknown letter of the term. For example, the search for wom?n will locate both "woman" and "women." Seventy-seven users did not respond to this question. This suggests, as in Boolean searching that they are unfamiliar with the truncated search strategies and have not utilized the Reference Manual for self-learning of these capabilities of the system. Fifty-six percent of those who did rate the truncated search strategy considered it average, above average, or excellent.

Because approximately one-fourth of the users did not respond to these search strategies, it may be deduced that these are areas requiring additional instruction to the user so that the search capabilities of the statewide database are used to the maximum advantage.

Question 21 asked about the general ease of searching of the database. Eighty-four percent considered the database easy to use. Since this compares very closely to the percentage that have had training and feel that they don't need any additional training, it can be deduced that this response is based on their previous training and the amount of time becoming familiar with the database.

Question 22 asked about the speed of using the database. Twenty-six percent considered it average, 39% rated it as above average or excellent, while 26% considered

it below average. CD-ROM searching, while much faster than manual methods, is considerably slower than on-line searching. The responses here are mixed together, but those states having databases on CD-ROM gave this a much lower satisfaction rating than those using an on-line system. Those using microforms were uniformly unhappy with the manual searching capabilities of their database.

This also reflects a growing awareness of changing technology. The computers of today are considerably faster than the computer of four or five years ago, and the users want to utilize that improvement.

Fifty-eight percent of the users considered the on-screen directions to be above average, 27% considered them average, and 10% considered them below average. In question 24 the users were not as kind in rating the Reference Manual. Thirty-five percent considered it as only average, 35% considered it above average, and 18% considered it to be below average. This also reflects some states that do not have a reference manual at all, which is what most of the 13% who did not respond indicated.

Question 25 asked the user to rate the readability of the database user screens. Eighty-nine percent rated them as average, above average, or excellent. Overwhelmingly, the users were in agreement that the design and text of the screens were of high quality.

Question 26 refers to the CD-ROM systems that require a physical change from one disc to another to access different parts of the bibliographic database. Missouri found that the addition of a single Author/Title index disc helped, but did not entirely solve this problem.

TABLE 16

Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	73	103	80	10	3	18	287
%	25%	36%	28%	3%	1%	6%	99%
28. ILL outgoing	62	99	94	13	3	14	285
%	22%	35%	33%	5%	1%	5%	101%
29. Fill Rate	41	107	99	14	3	20	284
%	14%	38%	35%	5%	1%	7%	100%
30. Blind Searches received	10	24	122	40	19	71	286
%	4%	8%	43%	14%	7%	25%	101%

Question 27 asked about the impact on resource sharing via incoming ILL requests. Twenty-five percent indicated that it had greatly increased their incoming ILL requests. Thirty-six percent indicated that it has significantly increased their incoming ILL requests. While 28% showed no change and 4% indicated that they had a decrease in their incoming ILL requests.

Question 28 asked about the impact on out-going ILL requests. Ninety-four or 33% replied that it had no impact on their requests. But 35% responded that it had a significant increase and 22% responded that it increased greatly their out-going ILL requests. Only 6% indicated that it had decreased their out-going ILL requests.

Question 29 asked about the impact on the fill rate of ILL requests. Thirty-five percent indicated that it had no impact. Thirty-eight percent indicated that it had significantly increased their fill rate, and 14% indicated that it had greatly increased their fill rates. Again, 6% indicated that it had decreased their fill rates.

Question 30 asked about blind search requests. Twenty-five percent did not respond to this question, leading one to believe that it was not understood by many of the respondents. In fact one respondent wrote on the questionnaire "what is a blind search?" Forty-three indicated that it had no impact on their receiving blind requests, while 21% indicated that it had reduced their receiving blind requests. Twelve percent indicated that it had increased their blind requests.

Question 31 (Table 17) asked for the approximate percentage of interlibrary loan requests that were being verified using the statewide database.

TABLE 17

ILL's being verified using the state-wide database					
NR	0-25%	26-50%	51-75%	76-100%	Total #
40	38	38	59	112	287
14%	13%	13%	21%	39%	100%

It appears that the users of statewide databases are successful in verifying most of their interlibrary loan requests with a search in the database. Over 39% of the respondents reported that the success rate of verification was between 76% and 100%. Only 13% indicated that they verified one quarter or less of their ILL requests using the statewide database, while another 34% indicated verifying between 26% and 75% of their ILL requests.

Questions 32 asks the types of methods used to request ILL prior to implementation of the statewide database. The three methods most used were: U.S. Mail (31%); Networks (23%); and Phone (21%). OCLC came in at 10%, mainly from the larger public and academic libraries. Four percent of the respondents indicated that they had no ILL service before the statewide database.

TABLE 18

Methods of ILL - before and after the state-wide database									
	OCLC	Mail	ALANET	Net works	Phone	Fax	Other	No Service	Total #
Prior	62	196	10	145	131	47	22	24	637
%	10%	31%	2%	23%	21%	7%	3%	4%	101%
After	112	197	51	131	134	126	30	12	793
%	14%	25%	6%	17%	17%	16%	4%	2%	101%
Percentage Increase/decrease	2%	1%	%5	-1%	1%	3%	%1	%200	80%

Question 33 asked about the method used for ILL requests after implementation of the statewide database. The mail (25%), Networks (17%), and phone (17%) decreased significantly. At the same time, OCLC (14%), ALANET (6%) and Fax (16%) showed significant increases in usage. In 1991, Missouri dropped using ALANET as it's state communication ILL system. At that time Missouri's libraries were one-third of the total users of ALANET, and paid over \$70,000.00 a year for the service. Four months after Missouri canceled the contract, ALANET closed down.

TABLE 19

ILL volume prior to and after the state-wide database				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
31	21	No Response	37	33
51	51	No Service	32	23
65	67	<10	59	54
30	29	10-20	47	57
23	34	21-44	25	29
15	18	45-75	21	26
6	6	76-100	9	13
18	28	101-350	27	31
6	2	351-499	6	4
8	3	500-1000	9	8
12	8	1001+	16	11

To determine what effect, if any, the statewide database has had on the volume of interlibrary loan requests, the respondents were asked to provide statistics regarding average monthly incoming and outgoing ILL requests both before and after implementing the statewide database. Table 19 shows these results.

This is followed by an increase in ILL usage, both in incoming and outgoing ILL requests. Many libraries said that it did not significantly change their ILL requests. The change seems to be that there are now more libraries using an ILL system than before the implementation of the statewide database.

Prior to the advent of the statewide database, 51 respondent libraries did not participate in providing any

ILL service. Since the implementation of the statewide database only 23 provide no outgoing ILL service. There was a 37% increase in the libraries that provide ILL services to their patrons since using the statewide database.

TABLE 20

Helpful features of database		
Response	n	%
No Response	72	18%
Automation Plans	5	1%
Cataloging	22	6%
Item Status	7	2%
Ease of use	33	8%
ILL	19	5%
Location tool	84	21%
Browse mode	2	1%
Searching	79	20%
Verification	28	7%
All formats are available	1	0
Reference use	16	4
Collection Development	5	1
Magazine Index - Author\Title Index	27	7
	400	101%

Eighteen percent did not respond to the question posed in Table 20, while 21% indicated that the statewide database was most helpful as a location tool. This was closely followed (20%) by those using it to search bibliographic records.

TABLE 21

Improvements needed		
Responses:	n	%
No Responses	71	20%
Authority control - cataloging - Acquisitions	15	4%
Electronic delivery - full text - E-Mail	7	2%
Circulation Procedures - item location	4	1%
Cumulative printing of screens or search	6	2%
Ill - Policies, manuals, on-line system	9	3%
Indexes to manuals, on screen instructions - Help Screens	4	1%
Errors - duplicate records - multiple titles - Cleanup database	57	16%
Need more libraries inputing records	27	8%
Periodicals	11	3%
Update more often & consistently	42	12%
Searching -	30	8%
Public access software	6	2%
Communications	3	1%
Speed	29	8%
Changing Discs - where applicable	11	3%
Refusal to loan materials	5	1%
Statistics	3	1%
For CD-ROM - Division of database other than by date	3	1%
Change to CD-ROM	3	1%
Get every one on-line	6	2%
Education	3	1%
346	355	101%
98		

Twenty percent of the users didn't respond to this question. Sixteen percent indicated that the improvement most needed was cleaning up the database and getting rid of the duplicate records and multiple titles. Twelve percent

indicated that an improvement needed was consistent updating of the database. Other concerns reflect the variation of each state's database. For example, Pennsylvania has a problem with some libraries refusing to loan materials outside their local area. Other concerns are listed in Table 21.

TABLE 22

Provides needed information		
Responses:	n	%
No Response	53	19%
No	17	6%
Yes	216	76%
	286	101%

Seventy-six percent of the respondents indicate that the statewide database does meet their needs.

TABLE 23

Priority of state-wide automation		
Responses:	n	%
No Responses	112	25.6%
Accuracy in Database	21	4.8%
Automation Services to all libraries	35	8.0%
Continuing Education	19	4.4%
Continue with current projects	19	4.4%
Full text deliver	12	2.8%
Funding	36	8.2%
Improve ILL delivery system	17	3.9%
Keep Database updated	15	3.4%
Make system easier to use	13	3.0%
Retrospective Conversion	27	6.2%
Verification & Holding info.	1	0.2%
Statewide database	34	7.8%
Statewide electronic mail system	20	4.6%
Circulation software & hardware	18	4.1%
I don't understand what Priority means?	1	0.2%
Statewide Borrowing agreement	20	4.6%
Switch to OCLC	3	0.7%
Vendor - Change	2	0.5%
Last copy center - out of print materials	2	0.5%
Electronic directory of libraries	2	0.5%
Database management - long range planning	7	1.6%
Coordination lead by the state - don't install & abandon	1	0.2%
427.0	437	100.2%
97.9	Sub-Totals	Sub-Totals
Totals	437	100.2%

Table 23 indicates again the variety of the concerns in the 12 states surveyed. However, it is a sad commentary on librarianship reading one users response that, "I don't understand what Priority means?"

TABLE 24

Selected comments from respondents		
Responses:	n	%
No Responses	256	%84.77
Include all libraries in state	2	%0.66
No way to cancel a request	1	%0.33
No serial holding request	1	%0.33
Not open to public	1	%0.33
Decrease paperwork	1	%0.33
Use Statewide database in Reference Services	5	%1.66
Reimbursement for ILL net lenders	9	%2.98
More training needed in automation	2	%0.66
Centralized billing for ILL	2	%0.66
Great if Automated	1	%0.33
Our library does not provide ILL service	1	%0.33
This is our main source of info about other libraries	1	%0.33
Funding is needed for private libraries	1	%0.33
If materials cost less than \$20, should not loan	1	%0.33
Statewide library card	2	%0.66
Get it On-line	1	%0.33
Three methods of access, on-line, CD-ROM, & Microfiche	1	%0.33
We're 50 years behind the times	1	%0.33
No school bib records in the database	1	%0.33
Looking forward to getting new vendor	2	%0.66
Need Cataloging tool	1	%0.33
Most libraries use\prefer CD-ROM over Microfiche	2	%0.66
Include all libraries in State	1	%0.33
It is expensive	1	%0.33
State Library does an excellent job	1	%0.33
Has Greatly increased ILL from small libraries with no additional funding	1	%0.33
Need more statewide cooperation	2	%0.66
290.00	302	100%
96.01		

Table 24 is a general question, intended to see if the questions in the survey were understood, and to catch anything that might be unique to a specific state. The majority of respondents did not reply to this question (84%). Of those who did, the responses were very interesting. They included ideas from establishing a centralized billing for ILL services, to using the statewide database in reference services, to needing a cataloging tool. This reflects the diversity of needs among libraries in the states surveyed.

State Libraries responses:

Responses from individual states are compiled in Appendix C. Many states would not provide the cost of their statewide database. Of those states that did, the sum total amounts to \$7,629,082.

Wisconsin provided a cost analysis of how they determined the cost of each format of a statewide database. This can be found in Appendix F. They found that, assuming everything is from startup cost to distribution, microfiche would cost \$548,019.00, OCLC would cost \$5,029,354.00, and CD-ROM would cost \$377,019.00. They also looked at the possibility of using an on-line vendor (not OCLC). The projected cost was \$6,207,397.00.

TABLE 25

Selected Responses of State Libraries				
States:	# of lib. in Data base	# of Titles	# of Holdings	Cost of Database
Alabama	40	2,770,704	5,700,000	
Alaska	20	1,000,000	2,200,000	\$43,000
Colorado	165			\$75,000
Connecticut	207	2,040,090	9,613,923	\$700,000.
Delaware	50	386,153		
Georgia	182	7,800,000	14,000,000	\$80,000.
Illinois	375	7,700,000	21,400,000	\$4,400,000.
Iowa	540	1,500,000	5,000,000	
Indiana	90		11,000,000	
Kansas	300	2,000,000	7,000,000	
Louisiana	60	1,400,000	4,685,000	
Maine	200	1,200,000	3,000,000	\$100,000.
Maryland	135	2,600,000	6,500,000	\$325,000.
Mississippi	55	597,714	2,040,057	\$50,000.
Missouri	216	3,500,000	9,000,000	\$178,000.
Nebraska	135		4,000,000	
Nevada	70		1,200,000	
North Dakota	22	793,741	1,166,086	\$233,217.
Ohio	24	343,055	654,734	\$29,000.
Oklahoma	435	2,085,750	4,000,000	
Oregon	165	100,000	250,000	\$12,000.
Pennsylvania	1,050	2,600,000	12,800,000	
Rhode Island	45	367,562	1,300,000	\$100,000.
South Dakota	184	1,124,255	2,030,385	\$446,846.
Tennessee	82	800,000		\$180,000.
Virginia	88		4,000,000	
West Virginia	111	1,293,000	3,000,000	\$300,000.
Wisconsin	1,020	4,153,805	21,000,000	\$ 377,019.
Sub-Totals	3,486	37,817,207	112,409,800	\$6,225,217.00
Totals:	6,066	48,155,829	156,540,185	\$7,629,082.00

According to the American Library Directory (1991-92)¹ there are 31,127 libraries of all types, excluding branches and other service centers, in the United States. The number of libraries using statewide database as reported by the various state libraries total 5,011. Statewide databases contain a total of 46,070,079 titles, and 156,540,185 holdings records.

ENDNOTES

1. Simon, Peter, et al American Library Directory 1991-92 44th Edition, New Providence, New Jersey:R.R. Bowker, 1991.

CHAPTER 5

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

This chapter presents a summary of the major findings, implications, and conclusions of this study, along with suggestions for further research considerations. As previously pointed out in Chapter 2, relatively little published information exists concerning the implementation of statewide bibliographic databases. While a review of the literature indicated that the possibilities for developing statewide databases are under consideration in various states across the nation, many do not have any research to support their decision making processes.

Two previous studies attempted to evaluate a single CD-ROM database and give some information about the feasibility of statewide databases. The first in Illinois (1987) studied a version of the CD-ROM database using Brodarts LePac software. The database was critiqued by a random sample of patrons, by members of a University of Illinois Library and Information Science class, and by the library staff at four participating libraries.¹ In the second study using the LePac software in Pennsylvania, Epler and

Cassell² indicated that interlibrary loan transactions in Pennsylvania increase by an average of 68% in the first year after the introduction of ACCESS Pennsylvania. Because many of the libraries in Pennsylvania were using the database as a public access catalog, a 300-500% increase in circulation was also reported. Among academic libraries, the database was viewed as an important public relations and outreach service.

Another reason for this high percentage of ILL can be found by looking at the type of library using the statewide database. Pennsylvania has made a tremendous effort to include school libraries in the statewide database. Before the statewide database, school libraries had no access to a bibliographic database or a state-wide union list. They had no computerized system available and in most of the school libraries no ILL service was offered prior to the statewide database. In this respect Pennsylvania is not unusual. In most states school libraries do not have access to bibliographic databases. In those states where school libraries are included within the database the same holds true.

Size of Libraries, Effect of Use of Statewide Database

Thirty percent of the libraries responding to this survey had less than 25,000 volumes in the their

collections. There is a definite correlation between the size of the library and the enthusiasm the respondent had for the statewide database. The small libraries had nothing like this in the past, and have found the state-wide bibliographic database to be a tremendous resource. The larger libraries had access to other types of databases such as OCLC, RLIN, etc. and as a result show less enthusiasm. The state-wide database has made a difference in their ability to compare databases and their effectiveness.

Format of the Statewide Database

Three basic formats are used in statewide databases: Microfiche; CD-ROM; and On-line. The greatest difficulty found in microfiche is that it is a manual searching database.

The CD-ROM database systems were the most cost effective. The majority of these databases were paid for by the state at no cost to the individual library other than the staff to maintain it, and the equipment to display it. It's searching capability was liked by the majority of respondents who used CD-ROM, and it was found to be useful in cataloging and reference searching as well as ILL. It's biggest drawback was in the update schedule, the number of duplicate records, and the number of discs that needed to be

changed. Iowa was one of the states who had a very weak software retrieval program and had decided to change vendors. As a result of this their responses were very negative.

The on-line systems were rated from great enthusiasm, to deep despair. Maryland's on-line system does not allow for Boolean searching, keyword searching, or wildcard searching. Needless to say, the people of Maryland were not happy with their database. North and South Dakota were very happy with their system and said great things about it. Each state's database has different advantages and weaknesses.

Use of Statewide Databases by Libraries

It is evident that the statewide databases are being used by libraries. The extent of the use varies depending upon a number of factors. Both size and type of library appeared to have a bearing on the degree to which the statewide databases are being used. Smaller libraries which did not have a wealth of other resources such as affiliation with a bibliographic utility for cataloging and/or interlibrary loan welcomed the statewide database as a much needed tool for providing service to their patrons. Public libraries comprise the majority of users (45%).

Many states allow school libraries to participate, but no funds are available to assist them in retrospective conversion of their bibliographic records. Most states require that a library supply its bibliographic records in machine readable form before allowing them to use a state supported ILL system. This has resulted in a few school libraries participating in statewide database projects. School libraries account for 17% of the respondents, the majority from Pennsylvania and Wisconsin, who have made an effort to include school libraries as a part of their statewide database.

Many academic libraries use OCLC and do not wish to duplicate efforts in searching and responding to ILL requests from other sources.

Variety of Uses of the Statewide Database

The primary use of the system is for resource sharing. Almost 40% of the respondents were using their statewide database for interlibrary loan. However, the majority of staff that use the statewide database identified themselves as reference staff, not interlibrary loan staff. A possible explanation could be that smaller libraries do not have the personnel to separate jobs, and the reference staff also handle all interlibrary loan requests.

The second major use of the system was as a cataloging and/or acquisitions verification tool. More than 24% of the respondents used the system for this purpose. Approximately 15% of the users reported that the database was used as a public access resource. This may resolve the question of why reference staff use it so much; they help the patrons to use it. Eleven percent of the respondents indicated that they use the database as a collection development tool.

While there is no simple answer to the amount of time spent using the database, the majority of users appear to use the system between $\frac{1}{2}$ an hour and an hour daily.

Communication Methods

The U.S. Mail is still the system most libraries use, but that use is declining from 31% prior to the statewide database to 25% after implementation of the statewide database. State, local, or regional networks, the phone, and facsimile, are among the next level of communications for ILL requests. OCLC is slowly gaining ground, but it is a slow growth (10% up to 14%). The advent of telefacsimile (fax) could have an impact because fax machines were not readily available to libraries when most state-wide database projects were started.

Opinions on the Standard Features of Systems

There was virtually no difference between the standard search capabilities and the advance search capabilities in user satisfaction. Both the browse and express searching were scored almost identical to each other. The boolean, keyword, and wildcard searching levels however, were rated very differently. This seems to be because some systems do not have the capability to perform these searching strategies.

Almost all users were favorable to the screen design of their various systems. While not being overly generous with excellent ratings, a clear majority of users agreed the clarity of on-screen directions, the readability of the screens, and the general ease in using the system were above average. This was not true when it came to the reference manual. While a majority found it acceptable, many responded by saying "We have never gotten a reference manual."

This researcher concluded that users were very positive in their assessment of the mechanics of using the system, and in having the system available to them.

Effect of Statewide Database on Resource Sharing

The effect of the statewide database, while not dramatic, does show a definite increase in use of ILL; incoming, outgoing, and fill rates. Looking at the volume of ILL transactions in Table 19 found in Chapter 4, we can see a definite increase in ILL since the implementation of the statewide databases. However, this can be explained more simply by looking at the number of libraries that did not offer any ILL service prior to the implementation of the statewide database.

Strengths and Weaknesses of Statewide Databases

It is impossible to identify all of the strengths and weaknesses of all of the statewide databases due to their complexity, variances, and differences in format. However, all the users agree that the statewide database has changed the way that they operate portions of their library. From cataloging, to the reference desk, to the circulation desk, to the cataloger, changes have occurred in how these various departments offered services.

Simply being a tool that provides holdings information is a strength of each statewide database. While each state believes that its system could be improved, the respondents communicated their approval that the statewide database

exists and can provide the basis for continued growth of resource sharing in their state.

Weaknesses were mentioned in great detail, but they were different for each state. Many users indicated that they would prefer a communications network that is linked to the database directly so that information does not have to be re-keyed to request materials.

A database is only as good as the information it contains; therefore, users want a "clean" database without duplicate records, typos, and poor quality cataloging.³ This is perceived as a weakness of almost all the statewide database systems. Interestingly enough the Library of Congress's catalog and OCLC also have problems with a clean database.⁴

Factors to Consider in Selecting a Statewide Database Vendor

In Appendix E are condensed responses to the Missouri RFP from Auto-Graphics, Brodart Company, and Library Corporation. Appendix F contains an example of a cost analysis of the different formats of a statewide database. The information here and the responses found in Appendix D give us the following questions to ask in preparing to select a vendor for a statewide database.

1. How much money do you have and how stable is it over several years?
2. Will the local libraries be expected to purchase equipment, or will the State Library provide grants for equipment?
3. How current do you want the database to be? If constantly updated, the system must be on-line. If quarterly , semi-annually, or annually, then CD-ROM is the best solution.
4. What is the purpose of the statewide database? If ILL, then either on-line or CD-ROM is preferred. Do you want an electronic ILL request system as part of the statewide database?
5. Does your state have a flat rate telecommunications system maintained by the state? If so this will eliminate the greatest cost of an on-line system.
6. On-line systems - if not item tracing, can be distributed to several regional libraries instead of having to centralize everything.

7. If on-line, can the software system handle magazine indexes and full text journal articles? This is desired by many librarians today.
8. What kind of support staff does the State Library have to maintain the system?
9. How many libraries already have bibliographic databases of their local holdings? One possibility is to consider a consortia database like the Colorado Research Academic Libraries (CARL) rather than an integrated database.
10. What kinds of libraries are to be included?

In looking at a statewide database remember that cost is only one significant consideration in selecting a vendor. Helgerson (1987) provides a comprehensive report on how to select a CD-ROM public access system. Her information is still quite useful.⁵

Significance of This Study

This study has compiled information about state-wide bibliographic databases that has never previously been

published. It is significant and has made contributions to the field of library and information science. In this study can be found:

1. the strengths and weaknesses of existing state-wide bibliographic databases;
2. what software is currently being used;
3. what states have state-wide bibliographic databases;
4. the types of libraries included in those databases;
5. their purposes;
6. their costs;
7. their formats;
8. the number of titles and records in each database; and
9. the contact person in each state with responsibility of that state-wide database.

Libraries now have information that can help them select a format and a vendor of bibliographic database. This study can be a guide to libraries establishing their own database, or it can be used to re-evaluate a states existing bibliographic database. It includes many factors they should consider before starting to develop their own state-wide bibliographic database.

Recommendations for Further Study

The area not studied in as great a detail as desired was the cost of a statewide database. Many State Libraries either did not have a good understanding of the actual cost of their statewide database or were reluctant to reveal the information.

Six states had multiple formats of databases. Those formats, Microfiche, CD-ROM, and on-line should be compared separately. Including them all together was like mixing apples and oranges. Many of the problems of one format didn't exist in another, and many things simply were not comparable. The responses from those states with multiple formats were difficult to interpret, since it was difficult to determine which format was being evaluated.

An interesting line of research would be to find out why some databases are still produced on microforms since the Wisconsin study ⁶ clearly shows that microfiche is more expensive to produce than CD-ROM if you are starting with no database and no equipment.

The National Research and Education Network (NREN) act opens up the possibility of having all statewide databases available nation wide, at a very low cost. This could mean the death of the bibliographic utility companies, unless they can adapt to the changing technology and telecommunications that are now available to many libraries.

ENDNOTES

1. Watson, P. K. "CD-ROM catalogs -- Evaluating LePac and looking ahead." Online 11, no. 5 (1987): 74-80.
2. Epler, D., and R.E. Cassell "Access Pennsylvania: A CD-ROM database project." Library Hi Tech 5, no. 3 (1987): 81-92.
3. Flanders, Bruce. "Library Automation News and Analysis" Kansas Libraries (June 1991): 6.
4. Beall, Jeffrey. "AL Aside - Ideas: The dirty database test" American Libraries (March 1991): 197.
5. Helgerson, L. W., "Acquiring a CD-ROM Public Access Catalog System Part 1: The Bottom Line may not be the top priority." Library Hi Tech 19, vol. 5, no. 3 (Fall 1987): 49-75.
6. Wisconsin Council on Library and Network Development. Automating Wisconsin Libraries. Madison, WI: Wisconsin State Department of Public Instruction, Division of Library Services; 1987.

APPENDIX A
STATEWIDE BIBLIOGRAPHIC HOLDINGS DATABASE
ASSESSMENT QUESTIONNAIRE

APPENDIX A

STATEWIDE BIBLIOGRAPHIC HOLDINGS DATABASE

Assessment Questionnaire

Please respond to the following questions about the library in which you work and the use of the statewide bibliographic holdings database. Check or circle the appropriate reply.

Title of person completing the questionnaire.

1. Type of Library:

- (a) Public (b) Academic
(c) School (d) Special

2. Size of library collection: Annual Circulation of
this collection:

- (a) Under 25,000 volumes _____
(b) 25,001 - 50,000
(c) 50,001 - 100,000
(d) 100,001 - 250,000
(e) Over 250,000

4. The statewide bibliographic holdings database is used
for: (Check all that apply)

- (a) Interlibrary loan
(b) Public access catalog
(c) Back-up catalog for local system
(d) Cataloging/Acquisitions verification tool
(e) Collection development aid
(f) Other (Please specify). _____
-

5. Amount of time spent daily using statewide database:
_____ (minutes) _____ (hours)

6. Amount of time spent daily on Interlibrary loan processes: _____ (minutes) _____ (hours)
7. Library personnel who use statewide database:
- (a) ___ Interlibrary Loan Staff
 - (b) ___ Reference Staff
 - (c) ___ Technical Services Staff
 - (d) ___ Library Director
 - (e) ___ Extension Services Staff
 - (f) ___ Other (Please specify) _____
8. Is the statewide database loaded on equipment dedicated to its use? (a) ___ Yes (b) ___ No
9. Do library patrons use the statewide database?
(a) ___ Yes (b) ___ No
If No, please give reason (i.e. used only in technical services, no room in public area, afraid of damage, etc.)
-
10. Has hardware (equipment failure or incompatibility) been a problem in using the statewide database?
(a) ___ Yes (b) ___ No
If Yes, please describe _____
-
11. Has software (the retrieval system) been a problem in using the statewide database?
(a) ___ Yes (b) ___ No (c) ___ Not Applicable
If Yes, please describe _____
-
12. Did the State Library offer special training workshops before disseminating the statewide database?
(a) ___ Yes (b) ___ No
13. Did you or someone from your library participate in a training session prior to implementation to the use of the statewide database?
(a) ___ Yes (b) ___ No
14. If yes, was the training session adequate for efficient use of the statewide database? (a) ___ Yes (b) ___ No

15. Do you or your staff feel the need for additional training? (a) ___ Yes (b) ___ No

On the scale of 1 to 5 rate the relative importance / quality / usefulness of:

	EXCELLENT		AVERAGE		POOR
	1	2	3	4	5
16. Browse mode of searching					
17. Express mode of searching	1	2	3	4	5
18. Boolean searching	1	2	3	4	5
19. "Anyword" or "Keyword" searching	1	2	3	4	5
20. Truncated searching (wildcard "*" or "?")	1	2	3	4	5
21. General ease of searching	1	2	3	4	5
22. Response time	1	2	3	4	5
23. Clarity of on-screen directions	1	2	3	4	5
24. Information in the Reference Manual	1	2	3	4	5
25. Readability of the database user screens	1	2	3	4	5
26. Procedures for changing discs (if necessary)	1	2	3	4	5

On the scale of 1 to 5 with 1 being the greatest increase, rate the increase or decrease of the following:

- | | 1 | 2 | 3 | 4 | 5 | | | | | | | | | |
|---|-------------------|-------|---------|-------------------|---------|--------|---------|---------------------------|---------|-------|---------|-----|---------|------------------------------|
| | INCREASED GREATLY | | SAME | DECREASED GREATLY | | | | | | | | | | |
| 27. Since the implementation of the statewide database, have incoming interlibrary loan requests: | | | | | | | | | | | | | | |
| 28. Outgoing interlibrary loan requests have: | | | | | | | | | | | | | | |
| 29. The fill rate (the percentage of interlibrary loan requests successfully completed) since the implementation of the statewide database has: | | | | | | | | | | | | | | |
| 30. The number of blind search requests received (excluding any agreements the library has with other libraries to accept blind searches) has: | | | | | | | | | | | | | | |
| 31. The approximate percentage of Interlibrary loan requests verified via the statewide database is: | (a) ___ | 0-25% | (b) ___ | 26-50% | (c) ___ | 51-75% | (d) ___ | 76-100% | | | | | | |
| 32. The method(s) used to transmit interlibrary loan requests prior to the statewide database was: (check all that apply) | (a) ___ | OCLC | (b) ___ | U.S. Mail | (c) ___ | ALANET | (d) ___ | Local or Regional network | (e) ___ | Phone | (f) ___ | Fax | (g) ___ | Other (Please specify) _____ |

33. The method(s) used to transmit interlibrary loan request after implementation of the statewide database is: (check all that apply)
- (a) OCLC
 (b) U.S. Mail
 (c) ALANET
 (d) Local or Regional network
 (e) Phone
 (f) Fax
 (g) Other (Please specify) _____

Please answer the following statistical questions to the best of your ability.

34. On the average, annual interlibrary loan requests prior to the statewide database were approximately:

_____ incoming _____ outgoing
 (number of items, incoming means requests received from other libraries.)

35. On the average, annual interlibrary loan requests since implementing the statewide database are approximately:

_____ incoming _____ outgoing
 (number of items, incoming means requests received from other libraries.)

36. List those features of the statewide database that are especially helpful.

37. List those features of the statewide database that are in need of improvement.

38. Does the statewide database provide the needed information to find library materials?

YES NO

39. What do you feel should be the first priority of statewide automation?

40. Please make any comments about the statewide database, that weren't already addressed above.

APPENDIX B
QUESTIONS ASKED IN SURVEY SENT TO STATE LIBRARY
AUTOMATION OFFICERS

APPENDIX B

Questions asked in Survey sent to State Library
Automation Officers

If your state has a statewide bibliographic database project please return this survey to Stan Gardner, 4417 Stringtown Rd., Lohman, MO 65053.

1. Number of libraries involved in State-wide bibliographic database project? _____
2. Types of libraries involved in state-wide bibliographic database project?
(a) ___ Public (b) ___ Academic
(c) ___ School (d) ___ Special
3. What format has been selected to disseminate the state-wide bibliographic database? (Microforms, On-line, CD-ROM?)
(a) ___ CD-ROM (b) ___ Microform (c) ___ On-line
(d) ___ Print (e) ___ Other (Please explain Other)

4. Current number of holdings and titles in state-wide bibliographic database?
holdings: _____ unique titles: _____
5. Vendor who maintains and produces the state-wide bibliographic database? (Or is this done "in-house?")
6. Primary goal of the state-wide bibliographic database?
(a) interlibrary loan - resource sharing
(b) statewide automation development
(c) local library automation development
(d) public access catalogs
(e) cataloging
(f) other _____

7. What is the annual cost of the project?
\$ _____

8. What is the source of the fund for the project?
 (a) LSCA
 (b) State
 (c) Local
 (d) Private
 (e) combination of above
9. What year was the statewide bibliographic database first produced?

10. What is the name of the person responsible for the ongoing maintenance and development of the state-wide bibliographic database?

Name	Title
------	-------

11. Are serials and/or Audio/Visual materials included in the state-wide database?

(a) ___ Yes (b) ___ No

12. What is the current number of interlibrary loan requests in your state?

	Incoming	Outgoing
Special Libraries?	_____	_____
Academic Libraries?	_____	_____
Public Libraries?	_____	_____
School Libraries?	_____	_____

13. What was the number of interlibrary loan requests in your state before implementing the statewide database?

	Incoming	Outgoing
Special Libraries?	_____	_____
Academic Libraries?	_____	_____
Public Libraries?	_____	_____
School Libraries?	_____	_____

APPENDIX C
USER RESPONSES TO QUESTIONNAIRE
BY STATE

APPENDIX C
 USER RESPONSES TO QUESTIONNAIRE
 BY STATE

Responses from Alaska: Tables C26 to C48

TABLE C26

Question # 1: Title of Respondent - Alaska		
Title:	n	%
Assistant - Associate Director	0	0%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	1	10%
Coordinator Adult Services	0	0%
Director, Head Librarian, Library Manager	6	60%
Extension Librarian	0	0%
Head, Collection Development	1	10%
Head, Reference Services	0	0%
Head, Technical Services, Cataloging	2	20%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	0	0%
Name	0	0%
Reference Librarian	0	0%
System Operator	0	0%
No Response	0	0%
	10	100%

TABLE C27

Respondents to Questionnaire by TYPE of Library - Alaska		
Type	Number	Percentage
Public	5	50%
Academic	2	20%
School	1	10%
Special	2	20%
Totals:	10	100%

TABLE C28

Size of Collections - Alaska		
Responses:	n	% of users
Under 25,000	2	20.0%
25,001 - 50,000	2	20.0%
50,001 - 100,000	1	10.0%
100,001 - 250,000	2	20.0%
Over 250,000	3	30.0%
Not Responsive	0	0.0%
Total	10	100.0%

TABLE C29

Uses of the Statewide database - Question #4 - Alaska		
Description	Number	%
Interlibrary loan	9	26%
Reference Staff	5	15%
Backup	3	9%
Cataloging / Acquisitions	10	29%
Collection Development	6	18%
Other	1	3%
	34	100%

TABLE C30

Questions #5 & 6 - Alaska - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	1	10%	1	10.0%
Less than 10	0	0%	0	0.0%
10 to 19	0	0%	0	0.0%
20 to 29	0	0%	0	0.0%
30 - 44	0	0%	1	10.0%
45 - 59	0	0%	0	0.0%
60 - 119	0	0%	2	20.0%
120 - 179	0	0%	2	20.0%
180 - 239	3	30%	0	0.0%
240 - 299	0	0%	0	0.0%
300 +	6	60%	4	40.0%
Other	0	0%	0	0.0%
Total	10	100%	10	100.0%

TABLE C31

Question # 7 - Type of staff using database - Alaska		
Staff	n	%
Interlibrary loan	10	25.6%
Reference	9	23.1%
Technical Services	10	25.6%
Director	5	12.8%
Extension Services staff	4	10.3%
Other	1	2.6%
No Response	0	0.0%
Total	39	100.0%

TABLE C32

Question # 8 - dedicated equipment - Alaska		
Responses	n	%
No response	1	10.0%
Yes	7	70.0%
No	2	20.0%
Total	10	100.0%

TABLE C33

Question # 9 - Public Access? - Alaska		
Responses	n	%
No response	1	10%
Yes	7	70%
No	2	20%
Total	10	100%

TABLE C34

No Public Access - Why - Alaska Question 9A		
Responses	n	%
No Response	8	80%
No Interest	0	0%
No Equipment	1	10%
Used as a toy	1	10%
Staff use only	0	0%
No Room	0	0%
Total	10	100%

TABLE C35

Question # 10 - Hardware - Alaska		
Responses	n	%
No response	1	10%
Yes	0	0%
No	9	90%
Total	10	100%

TABLE C36

Question # 11 - Software - Alaska		
Responses	n	%
No response	1	5%
Yes	1	5%
No	8	40%
Not Applicable	10	50%
Total	20	100%

TABLE C37

Question # 12 & 13 - Training - Alaska			
Responses	n - State Training	n - Attended	%
No response	1	0	0%
Yes	4	8	80%
No	5	2	20%
Total	10	10	100%

TABLE C38

Questions 14 & 15 - Training - Alaska				
Responses	n - Adequate training	%	n - need Training	%
No response	3	30%	1	10%
Yes	7	70%	5	50%
No	0	0%	4	40%
Total	10	100%	10	100%

TABLE C39

Alaska Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	1	5	2	0	0	2	10
%	10%	50%	20%	0%	0%	20%	100%
17. Express - Advanced level of searching.	1	3	3	0	0	3	10
%	10%	30%	30%	0%	0%	30%	100%
18. Boolean	1	2	1	2	1	3	10
%	10%	20%	10%	20%	10%	30%	100%
19. Keyword	2	4	2	0	0	2	10
%	20%	40%	20%	0%	0%	20%	100%
20. Wildcard	2	2	2	1	0	3	10
%	20%	20%	20%	10%	0%	30%	100%
21. Searching	2	3	1	2	0	2	10
%	20%	30%	10%	20%	0%	20%	100%
22. Speed	3	2	3	0	0	2	10
%	30%	20%	30%	0%	0%	20%	100%
23. Directions	2	2	0	3	1	2	10
%	20%	20%	0%	30%	10%	20%	100%
24. Manual	3	2	1	0	2	2	10
%	30%	20%	10%	0%	20%	20%	100%
25. Screens	2	2	3	0	1	2	10
%	20%	20%	30%	0%	10%	20%	100%
26. Changing Discs	1	3	3	0	0	3	10
%	10%	30%	30%	0%	0%	30%	100%
Total # per category	20	30	21	8	5	26	10
Average Percentage of each category	18%	27%	19%	7%	5%	24%	100%
Average of each category	2	3	2	1	0	2	

IMPACT OF THE STATEWIDE DATABASE ON RESOURCE SHARING

TABLE C40

Alaska Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	3	6	0	0	0	1	10
%	30%	60%	0%	0%	0%	10%	100%
28. ILL outgoing	2	7	0	0	0	1	10
%	20%	70%	0%	0%	0%	10%	100%
29. Fill Rate	2	5	2	0	0	1	10
%	20%	50%	20%	0%	0%	10%	100%
30. Blind Searches received	1	1	3	1	1	3	10
%	10%	10%	30%	10%	10%	30%	100%

TABLE C41

Question # 31 - Alaska					
NR	0-25%	26-50%	51-75%	76-100%	Total #
1	1	1	2	5	10
10%	10%	10%	20%	50%	100%

TABLE C42

Alaska Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	1	9	1	3	3	2	2	0	21
%	5%	43%	5%	14%	14%	10%	10%	0%	101%
33. After	4	7	1	4	3	4	6	0	29
%	14%	24%	3%	14%	10%	14%	21%	0%	100%
Percentage Increase/decrease	4%	-1%	1%	-1%	-1%	2%	3%	0%	72%

TABLE C43

Questions # 34 & 35 - Alaska				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
2	2	No Response	2	3
2	0	<10	0	0
2	1	10-20	2	1
1	2	21-44	0	1
0	0	45-75	1	1
0	2	76-100	1	0
2	3	101-350	3	2
0	0	351-500	0	1
1	0	500-1000	1	1
0	0	1001+	0	0
10	10	Total Responses	10	10
		Percentage increase / Decrease of ILL	10%	10%

TABLE C44

Question # 36 - Alaska		
Response	n	%
No Response	3	9%
Automation Plans	0	0%
Cataloging	0	0%
Collection Development	0	0%
Ease of use	1	3%
ILL Printed Forms	0	0%
Location tool	5	16%
Reference use	1	3%
Searching	2	6%
Verification	0	0%
	12	37%

TABLE C45

Alaska Improvements needed Question # 37		
Responses:	n	%
No Responses	3	23%
Authority control	0	0%
Changing Discs, to many discs	0	0%
Cleanup	0	0%
Cumulative printing of screens or search	0	0%
Get all Libraries on-line or CD-ROM	2	15%
E-Mail	0	0%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	1	8%
Periodicals add	0	0%
Refusal to loan materials	0	0%
Searching - save search terms & que between discs	3	23%
Statistics	1	8%
Updating more often & consistently	3	23%
	13	100%

TABLE C46

Question # 38 - Alaska Meet the users needs?		
Responses:	n	%
No Response	2	20%
No	0	%0
Yes	8	%80
	10	100%

TABLE C47

Alaska Question # 39 Priority		
Responses:	n	%
No Responses	4	33.3%
Accuracy in Database	1	8.3%
Automation Services to all libraries	1	8.3%
Continuing Education	0	0.0%
Continue with current projects	0	0.0%
Full text deliver	0	0.0%
Funding	0	0.0%
Improve ILL delivery system	1	8.3%
Keep Database updated	0	0.0%
Make system easier to use	0	0.0%
Retrospective Conversion	2	16.7%
Statewide Borrowing Agreement	1	8.3%
Statewide database	1	8.3%
Statewide electronic mail system	0	0.0%
Establish statewide circulation system	0	0.0%
I don't understand what Priority means?	0	0.0%
Database management - long range planning	1	8.3%
Totals	12	99.8%

TABLE C48

Alaska Question # 40 Comments		
Responses:	n	%
No Responses	8	100%
Use Statewide database in Reference Services	0	0%
Reimbursement for ILL net lenders	0	0%
Great if Automated	0	0%
Three methods of access, on-line, CD-ROM, & Microfiche	0	0%
This is our main source of information about other libraries	0	0%
	8	100%

Responses from Connecticut: Tables C49 to C70

TABLE C49

Question # 1: Title of Respondent - Connecticut		
Title:	n	%
Assistant - Associate Director	1	4%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	1	4%
Coordinator Adult Services	1	4%
Director, Head Librarian, Library Manager	12	50%
Extension Librarian	1	4%
Head, Collection Development	0	0%
Head, Reference Services	1	4%
Head, Technical Services, Cataloging	0	0%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	0	0%
Name	3	13%
Reference Librarian	3	13%
System Operator	0	0%
No Response	1	4%
	24	100%

TABLE C50

Respondents to Questionnaire by TYPE of Library - Connecticut		
Type	Number	Percentage
Public	16	67%
Academic	8	33%
School	0	0%
Special	0	0%
Totals:	24	100%

TABLE C51

Size of Collections - Connecticut		
Responses:	n	% of users
Under 25,000	2	8%
25,001 - 50,000	12	50%
50,001 - 100,000	4	17%
100,001 - 250,000	3	13%
Over 250,000	2	8%
Not Responsive	1	4%
Total	24	100%

TABLE C52

Uses of the Statewide database - Question #4 - Connecticut		
Description	Number	%
Interlibrary loan	22	34%
Public Access	16	25%
Backup	7	11%
Cataloging / Acquisitions	10	15%
Collection Development	6	9%
Reference - Other	4	6%
	65	100%

TABLE C53

Questions #5 & 6 - Connecticut - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	4	16.7%	6	25.0%
Less than 10	0	0.0%	0	0.0%
10 to 19	2	8.3%	0	0.0%
20 to 29	0	0.0%	1	4.2%
30 - 44	3	12.5%	4	16.7%
45 - 59	0	0.0%	0	0.0%
60 - 119	4	16.7%	4	16.7%
120 - 179	3	12.5%	3	12.5%
180 - 239	3	12.5%	1	4.2%
240 - 299	1	4.2%	1	4.2%
300 +	4	16.7%	4	16.7%
Other	0	0.0%	0	0.0%
Total	24	100.1%	24	100.2%

TABLE C54

Question # 7 - Type of staff using database - Connecticut		
Staff	n	%
Interlibrary loan	21	31.8%
Reference	18	27.3%
Technical Services	13	19.7%
Director	12	18.2%
Extension Services staff	0	0.0%
Other	1	1.5%
Students, Faculty of institution	0	0.0%
No Response	1	1.5%
Total	66	100.0%

TABLE C55

Question # 8 - dedicated equipment - Connecticut		
Responses	n	%
No response	2	8.3%
Yes	20	83.3%
No	2	8.3%
Total	24	99.9%

TABLE C56

Question # 9 - Public Access? - Connecticut		
Responses	n	%
No response	0	0%
Yes	22	92%
No	2	8%
Total	24	100%

TABLE C57

No Public Access - Why - Connecticut Question 9A		
Responses	n	%
No Response	23	96%
No Interest	0	0%
No Equipment	0	0%
Microfiche only	0	0
Staff use only	0	0
No Room	1	4%
Total	24	100%

TABLE C57

Question # 10 - Hardware - Connecticut		
Responses	n	%
No response	1	4%
Yes	2	8%
No	21	88%
Total	24	100%

TABLE C58

Question # 11 - Software - Connecticut		
Responses	n	%
No response	2	4.4%
Yes	1	2.2%
No	20	43.5%
Not Applicable	23	50.0%
Total	46	100.1%

TABLE C59

Question # 12 & 13 - Training - Connecticut			
Responses	n - State Training	n - Attended	%
No response	2	1	4%
Yes	21	22	92%
No	1	1	4%
Total	24	24	100%

TABLE C60

Questions 14 & 15 - Training - Connecticut				
Responses	n - Adequate training	%	n - need Training	%
No response	2	8%	2	8%
Yes	21	88%	3	13%
No	1	4%	19	79%
Total	24	100%	24	100%

TABLE C61

Connecticut Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	8	9	4	1	0	2	24
%	33%	38%	17%	4%	0%	8%	100%
17. Express - Advanced level of searching.	6	7	3	0	1	7	24
%	25%	29%	13%	0%	4%	29%	100%
18. Boolean	3	2	4	4	2	9	24
%	13%	8%	17%	17%	8%	38%	101%
19. Keyword	8	5	5	1	1	4	24
%	33%	21%	21%	4%	4%	17%	100%
20. Wildcard	4	2	5	1	3	9	24
%	17%	8%	21%	4%	13%	38%	101%
21. Searching	11	9	3	0	0	1	24
%	46%	38%	13%	0%	0%	4%	101%
22. Speed	9	10	3	1	0	1	24
%	38%	42%	13%	4%	0%	4%	101%
23. Directions	14	6	3	0	0	1	24
%	58%	25%	13%	0%	0%	4%	100%
24. Manual	4	5	7	1	2	5	24
%	17%	21%	29%	4%	8%	21%	100%
25. Screens	8	9	5	0	0	2	24
%	33%	38%	21%	0%	0%	8%	100%
26. Changing Discs	4	4	5	0	0	11	24
%	17%	17%	21%	0%	0%	46%	101%
Total # per category	79	68	47	9	9	52	24
Average Percentage of each category	30%	26%	18%	3%	3%	20%	100%
Average of each category	7	6	4	1	1	5	

TABLE C62

Connecticut Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	7	6	8	1	2	0	24
%	29%	25%	33%	4%	8%	0%	99%
28. ILL outgoing	8	7	8	1	0	0	24
%	33%	29%	33%	4%	0%	0%	99%
29. Fill Rate	3	5	15	1	0	0	24
%	13%	21%	63%	4%	0%	0%	101%
30. Blind Searches received	1	1	14	0	0	8	24
%	4%	4%	58%	0%	0%	33%	99%

TABLE C63

Question # 31 - Connecticut					
NR	0-25%	26-50%	51-75%	76-100%	Total #
4	6	3	5	6	24
17%	25%	13%	21%	25%	101%

TABLE C64

Connecticut Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	9	12	0	14	15	7	3	0	60
%	15%	20%	0%	23%	25%	12%	5%	0%	100%
33. After	9	11	0	11	13	14	3	1	62
%	15%	18%	0%	18%	21%	23%	5%	2%	102%
Percentage Increase/decrease	1%	-1%	0%	-1%	-1%	2%	1%	0%	97%

TABLE C65

Questions # 34 & 35 - Connecticut				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
2	2	No Response	2	2
4	2	<10	2	1
5	3	10-20	4	2
2	7	21-44	3	5
1	4	45-75	2	4
4	0	76-100	2	2
2	4	101-350	5	6
1	0	351-500	1	0
1	0	500-1000	2	1
2	2	1001+	1	1
24	24	Total Responses	24	24
		Percentage increase / Decrease of ILL	100%	100%

TABLE C66

Question # 36 - Connecticut		
Response	n	%
No Response	3	10%
Automation Plans	1	3%
Cataloging	1	3%
Collection Development	1	3%
Ease of use	3	10%
ILL Printed Forms	2	7%
Location tool	12	40%
Reference use	0	0%
Searching	6	20%
Verification	1	3%
	30	99%

TABLE C67

Connecticut Improvements needed Question # 37		
Responses:	n	%
No Responses	5	15.6%
Authority control	1	3.1%
Changing Discs, to many discs	0	0.0%
Cleanup	2	6.3%
Cumulative printing of screens or search	0	0.0%
Division of database other than by dates	0	0.0%
E-Mail	0	0.0%
Errors - duplicate records - multiple titles	6	18.8%
Need more libraries inputting records	8	25.0%
Periodicals add	2	6.3%
Refusal to loan materials	0	0.0%
Manual of ILL policies	2	6.3%
Boolean searching - add	3	9.4%
Updating more often & consistently	3	9.4%
	32	100.2%

TABLE C68

Question # 38 - Connecticut Meet the users needs?		
Responses:	n	%
No Response	1	4%
No	2	8%
Yes	21	88%
	24	100%

TABLE C69

Connecticut Question # 39 Priority		
Responses:	n	%
No Responses	5	11%
Accuracy in Database	0	0%
Automation Services to all libraries	6	13%
Continuing Education	1	2%
Continue with current projects	1	2%
Full text deliver	1	2%
Funding	3	7%
Improve ILL delivery system	1	2%
Keep Database updated	2	4%
Make system easier to use	0	0%
Retrospective Conversion	3	7%
Statewide Borrowing Agreement	1	2%
Statewide database	10	22%
Statewide electronic mail system	5	11%
Establish statewide circulation system	3	7%
I don't understand what Priority means?	0	0%
Database management - long range planning	3	7%
Totals	45	99%

TABLE C70

Connecticut Question # 40 Comments		
Responses:	n	%
No Responses	18	67%
Use Statewide database in Reference Services	1	4%
Reimbursement for ILL net lenders	4	15%
This is our main source of information about other libraries	1	4%
Statewide library card	2	7%
Get it on-line	1	4%
	27	101%

Responses from Delaware: Tables C71 to C93.

TABLE C71

Question # 1: Title of Respondent		
Title:	n	%
Director, Head Librarian	8	67%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Coordinator Adult Services	0	0%
Head, Technical Services, Cataloging	0	0%
Head, Reference Services	1	8%
Media Specialist, LRC Specialist	0	0%
Assistant - Associate Director	1	8%
Assistant ILL	0	0%
Library Tech	0	0%
Library Clerk	0	0%
System Operator	0	0%
Reference Librarian	1	8%
Name	0	0%
Bibliographic Specialist	1	8%
Computer Manager, Coordinator	0	0%
Head, Collection Development	0	0%
Extension Librarian	0	0%
	12	99%

TABLE C72

Respondents to Questionnaire by TYPE of Library - Delaware		
Type	Number	Percentage
Public	9	75%
Academic	2	17%
School	0	0%
Special	1	8%
Totals:	12	100%

TABLE C73

Size of Collections - Delaware		
Responses:	n	% of users
Under 25,000	6	50%
25,001 - 50,000	3	25%
50,001 - 100,000	0	0%
100,001 - 250,000	3	25%
Over 250,000	0	0%
Not Responsive	0	0%
Total	12	100%

TABLE C74

Uses of the Statewide database - Question #4 - Delaware		
Description	Number	%
Interlibrary loan	12	60.0%
Public Access	5	25.0%
Backup	2	10.0%
Cataloging / Acquisitions	1	5.0%
Collection Development	0	0.0%
Other	0	0.0%
	20	100.0%

TABLE C75

Questions #5 & 6 - Delaware - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	2	17%	1	8%
Less than 10	0	0%	0	0%
10 to 19	0	0%	0	0%
20 to 29	1	8%	0	0%
30 - 44	5	42%	1	8%
45 - 59	0	0%	0	0%
60 - 119	3	25%	5	42%
120 - 179	0	0%	2	17%
180 - 239	0	0%	1	8%
240 - 299	0	0%	1	8%
300 +	0	0%	1	8%
Other	1	8%	0	0%
Total	12	100%	12	99%

TABLE C76

Question # 7 - Type of staff using database - Delaware		
Staff	n	%
No Response	0	0%
Interlibrary loan	11	42%
Reference	7	27%
Technical Services	1	4%
Director	4	15%
Extension Services	1	4%
Other	2	8%
Total	26	100%

TABLE C77

Question # 8 - dedicated equipment - Delaware		
Responses	n	%
No response	2	17%
Yes	2	17%
No	8	67%
Total	12	101%

TABLE C78

Question # 9 - Public Access? - Delaware		
Responses	n	%
No response	0	0%
Yes	9	75%
No	3	25%
Total	12	100%

TABLE C79

No Public Access - Why - Delaware Question 9A		
Responses	n	%
No Response	9	75%
No Interest	0	0%
No Equipment	1	8%
No Room	2	17%
Total	12	100%

TABLE C80

Question # 10 - Hardware - Delaware		
Responses	n	%
No response	0	0%
Yes	2	17%
No	10	83%
Total	12	100%

TABLE C81

Question # 11 - Software - Delaware		
Responses	n	%
No response	2	17%
Yes	1	8%
No	9	75%
Total	12	100%

TABLE C82

Question # 12 & 13 - Training - Delaware			
Responses	n - State Training	n - Attended	%
No response	0	0	0%
Yes	9	10	83%
No	3	2	17%
Total	12	12	100%

TABLE C83

Questions 14 & 15 - Training - Delaware				
Responses	n - Adequate training	%	n - need Training	%
No response	2	17%	1	8%
Yes	7	58%	3	25%
No	3	25%	8	67%
Total	12	100%	12	100%

TABLE C84

Delaware Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	3	3	2	2	1	1	12
%	25%	25%	17%	17%	8%	8%	100%
17. Express - Advanced level of searching.	3	3	4	1	1	0	12
%	25%	25%	33%	8%	8%	0%	99%
18. Boolean	1	1	4	3	1	2	12
%	8%	8%	33%	25%	8%	17%	99%
19. Keyword	2	4	4	2	0	0	12
%	17%	33%	33%	17%	0%	0%	100%
20. Wildcard	2	0	2	5	0	3	12
%	17%	0%	17%	42%	0%	25%	101%
21. Searching	1	7	3	1	0	0	12
%	8%	58%	25%	8%	0%	0%	99%
22. Speed	3	2	5	1	0	1	12
%	25%	17%	42%	8%	0%	8%	100%
23. Directions	3	8	0	1	0	0	12
%	25%	67%	0%	8%	0%	0%	100%
24. Manual	1	3	4	1	0	3	12
%	8%	25%	33%	8%	0%	25%	99%
25. Screens	4	5	2	0	1	0	12
%	33%	42%	17%	0%	8%	0%	100%
26. Changing Discs	1	0	3	0	0	8	12
%	8%	0%	25%	0%	0%	67%	100%
Total # per category	24	36	33	17	4	18	12
Average Percentage of each category	18%	27%	25%	13%	3%	14%	100%
Average of each category	2	3	3	2	0	2	

TABLE C85

Delaware Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	0	8	4	0	0	0	12
%	0%	67%	33%	0%	0%	0%	100%
28. ILL outgoing	0	7	4	0	1	0	12
%	0%	58%	33%	0%	8%	0%	99%
29. Fill Rate	0	3	5	3	1	0	12
%	0%	25%	42%	25%	8%	0%	100%
30. Blind Searches received	0	3	2	3	0	4	12
%	0%	25%	17%	25%	0%	33%	100%

TABLE C86

Question # 31 - Delaware					
NR	0-25%	26-50%	51-75%	76-100%	Total #
1	0	1	5	5	12
8%	0%	8%	42%	42%	100%

TABLE C87

Delaware Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	No Service	Total #
32. Prior	0	6	0	9	7	0	1	1	24
%	0%	25%	0%	38%	29%	0%	4%	4%	100%
33. After	1	7	0	10	6	7	1	0	32
%	3%	22%	0%	31%	19%	22%	3%	0%	100%
Percentage Increase/decrease	0%	-1%	0%	-1%	-1%	0%	1%	0%	75%

TABLE C88

Questions # 34 & 35 - Delaware				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
3	3	No Response	1	1
4	2	<10	3	1
0	2	10-20	2	3
4	3	21-44	2	3
0	1	45-75	3	1
0	0	76-100	0	2
0	1	101-350	1	1
1	0	351-500	0	0
0	0	500-1000	0	0
0	0	1001+	0	0
12	12	Total Responses	12	12
		Percentage increase / Decrease of ILL	10%	10%

TABLE C89

Question # 36 - Delaware		
Response	n	%
No Response	4	36%
Automation Plans	0	0%
Cataloging	0	0%
Collection Development	0	0%
Ease of use	0	0%
ILL Printed Forms	0	0%
Location tool	3	27%
Reference use	0	0%
Searching	4	36%
Verification	0	0%
	11	99%

TABLE C90

Delaware Improvements needed Question # 37		
Responses:	n	%
No Responses	1	6%
Authority control	1	6%
Changing Discs	0	0%
Cleanup	1	6%
Cumulative printing of screens or search	0	0%
Division of database other than by dates	0	0%
E-Mail	2	13%
Errors - duplicate records - multiple titles	1	6%
Need more libraries inputting records	2	13%
Periodical add	1	6%
Refusal to loan materials	0	0%
Searching - save search terms & que between discs	0	0%
Speed	0	0%
Updating more often & consistently	7	44%
	16	100%

TABLE C91

Question # 38 - Delaware Meet the users needs?		
Responses:	n	%
No Response	0	0%
No	1	8%
Yes	11	92%
	12	100%

TABLE C92

Delaware Question # 39 Priority		
Responses:	n	%
No Responses	0	0%
Accuracy in Database	2	10%
Automation Services to all libraries	1	5%
Continuing Education	2	10%
Continue with current projects	0	0%
Full text deliver	1	5%
Funding	0	0%
Improve ILL delivery system	2	10%
Keep Database updated	3	15%
Make system easier to use	0	0%
Retrospective Conversion	2	10%
Statewide Borrowing Agreement	0	0%
Statewide database	2	10%
Statewide electronic mail system	2	10%
Establish statewide circulation system	3	15%
Totals	20	100%

Table C93

Delaware Question # 40 Comments		
Responses:	n	%
No Responses	11	85%
50 yrs behind the times	1	8%
No school bib records in database	1	8%
	13	101%

Responses from Iowa: Tables C94 to C116.

TABLE C94

Question # 1: Title of Respondent		
Title:	n	%
Director, Head Librarian	9	56%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Coordinator Adult Services	1	6%
Head, Technical Services, Cataloging	0	0%
Head, Reference Services	0	0%
Media Specialist, LRC Specialist	2	13%
Assistant - Associate Director	2	13%
Assistant ILL	0	0%
Library Tech	0	0%
Library Clerk	0	0%
System Operator	0	0%
Reference Librarian	0	0%
Name	1	6%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	1	6%
Head, Collection Development	0	0%
Extension Librarian	0	0%
	16	100%

TABLE C95

Respondents to Questionnaire by TYPE of Library - Iowa		
Type	Number	Percentage
Public	9	60%
Academic	1	7%
School	5	33%
Special	2	13%
Totals:	15	100%

TABLE C96

Size of Collections - Iowa		
Responses:	n	% of users
Under 25,000	11	65%
25,001 - 50,000	2	12%
50,001 - 100,000	1	6%
100,001 - 250,000	0	0%
Over 250,000	2	12%
Not Responsive	1	6%
Total	17	101%

TABLE C97

Uses of the Statewide database - Question #4 - Iowa		
Description	Number	%
Interlibrary loan	16	59.3%
Public Access	6	22.2%
Backup	1	3.7%
Cataloging / Acquisitions	2	7.4%
Collection Development	2	7.4%
Other	0	0.0%
	27	100.0%

TABLE C98

Questions #5 & 6 - Iowa - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	3	18%	3	16%
Less than 10	0	0%	0	0%
10 to 19	4	24%	4	21%
20 to 29	1	6%	1	5%
30 - 44	6	35%	1	5%
45 - 59	0	0%	0	0%
60 - 119	1	6%	6	32%
120 - 179	1	6%	1	5%
180 - 239	0	0%	0	0%
240 - 299	0	0%	1	5%
300 +	0	0%	1	5%
Other	1	6%	1	5%
Total	17	101%	19	99%

TABLE C99

Question # 7 - Type of staff using database - Iowa		
Staff	n	%
No Response	0	0%
Interlibrary loan	9	30%
Reference	4	13%
Technical Services	3	10%
Director	11	37%
Other	3	10%
Total	30	100%

TABLE C100

Question # 8 - dedicated equipment - Iowa		
Responses	n	%
No response	1	6%
Yes	11	65%
No	5	29%
Total	17	100%

TABLE C101

Question # 9 - Public Access? - Iowa		
Responses	n	%
No response	0	0%
Yes	11	65%
No	6	35%
Total	17	100%

TABLE C102

No Public Access - Why - Iowa Question 9A		
Responses	n	%
No Response	11	61%
No Interest	1	6%
No Equipment	5	28%
No Room	1	6%
Total	18	101%

TABLE C103

Question # 10 - Hardware - Iowa		
Responses	n	%
No response	0	0%
Yes	2	12%
No	15	88%
Total	17	100%

TABLE C104

Question # 11 - Software - Iowa		
Responses	n	%
No response	1	6%
Yes	8	47%
No	8	47%
Total	17	100%

TABLE C105

Question # 12 & 13 - Training - Iowa			
Responses	n - State Training	n - Attended	%
No response	0	0	0%
Yes	12	14	82%
No	5	3	18%
Total	17	17	100%

TABLE C106

Questions 14 & 15 - Training - Iowa				
Responses	n - Adequate training	%	n - need Training	%
No response	1	6%	0	0%
Yes	14	82%	5	29%
No	2	12%	12	71%
Total	17	100%	17	100%

TABLE C107

Iowa Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	0	2	4	1	8	2	17
%	0%	12%	24%	6%	47%	12%	101%
17. Express - Advanced level of searching.	0	1	7	1	6	2	17
%	0%	6%	41%	6%	35%	12%	100%
18. Boolean	0	2	1	0	7	6	16
%	0%	13%	6%	0%	44%	38%	101%
19. Keyword	1	1	2	2	7	4	17
%	6%	6%	12%	12%	41%	24%	101%
20. Wildcard	0	0	1	1	9	6	17
%	0%	0%	6%	6%	53%	35%	100%
21. Searching	0	4	3	5	5	0	17
%	0%	24%	18%	29%	29%	0%	100%
22. Speed	1	4	9	1	2	0	17
%	6%	24%	53%	6%	12%	0%	101%
23. Directions	1	6	6	1	3	0	17
%	6%	35%	35%	6%	18%	0%	100%
24. Manual	2	2	4	0	6	3	17
%	12%	12%	24%	0%	35%	18%	101%
25. Screens	4	3	7	2	1	0	17
%	24%	18%	41%	12%	6%	0%	101%
26. Changing Discs	3	5	2	0	1	6	17
%	18%	29%	12%	0%	6%	35%	100%
Total # per category	12	30	46	14	55	29	17
Average Percentage of each category	7%	16%	25%	8%	30%	16%	102%
Average of each category	1	3	4	1	5	3	

TABLE C108

Iowa Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	5	5	4	1	1	1	17
%	29%	29%	24%	6%	6%	6%	100%
28. ILL outgoing	3	4	8	0	0	2	17
%	18%	24%	47%	0%	0%	12%	101%
29. Fill Rate	4	6	4	1	0	2	17
%	24%	35%	24%	6%	0%	12%	101%
30. Blind Searches received	1	2	6	2	0	6	17
%	6%	12%	35%	12%	0%	35%	100%

TABLE C109

Question # 31 - Iowa					
NR	0-25%	26-50%	51-75%	76-100%	Total #
2	2	3	5	5	17
12%	12%	18%	29%	29%	100%

TABLE C110

Iowa Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Networks	Phone	Fax	Other	No Service	Total #
32. Prior	4	8	0	6	8	5	2	3	36
%	11%	22%	0%	17%	22%	14%	6%	8%	100%
33. After	4	3	0	11	6	12	2	0	38
%	11%	8%	0%	29%	16%	32%	5%	0%	101%
Percentage Increase/decrease	1%	-0%	??%	-2%	-1%	2%	1%	0	95%

TABLE C111

Questions # 34 & 35 - Iowa				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
6	6	No Response	5	6
11	9	<10	4	5
0	1	10-20	4	5
1	0	21-44	1	1
0	0	45-75	1	0
0	0	76-100	0	0
1	1	101-350	1	0
0	0	351-500	0	0
0	0	500-1000	0	0
0	0	1001+	1	0
19	17	Total Responses	17	17
		Percentage increase / Decrease of ILL	9%	10%

TABLE C112

Question # 36 - Iowa		
Response	n	%
No Response	9	56%
Automation Plans	0	0%
Cataloging	0	0%
Collection Development	0	0%
Ease of use	0	0%
ILL Printed Forms	0	0%
Location tool	7	44%
Reference use	0	0%
Searching	0	0%
Verification	0	0%
	16	100%

TABLE C113

Iowa Improvements needed Question # 37		
Responses:	n	%
No Responses	8	38%
Authority control	1	5%
Changing Discs	0	0%
Cleanup	1	5%
Cumulative printing of screens or search	1	5%
Division of database other than by dates	0	0%
E-Mail	1	5%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	2	10%
Periodical add	1	5%
Refusal to loan materials	0	0%
Searching - save search terms & que between discs	3	14%
Speed	2	10%
Updating more often & consistently	1	5%
	21	102%

TABLE C114

Question # 38 - Iowa Meet the users needs?		
Responses:	n	%
No Response	5	29%
No	6	%35
Yes	6	%35
	17	99%

TABLE C115

Iowa Question # 39 Priority		
Responses:	n	%
No Responses	7	33%
Accuracy in Database	2	10%
Automation Services to all libraries	1	5%
Continuing Education	1	5%
Continue with current projects	1	5%
Full text deliver	0	0%
Funding	1	5%
Improve ILL delivery system	1	5%
Keep Database updated	1	5%
Make system easier to use	4	19%
Retrospective Conversion	0	0%
Statewide Borrowing Agreement	0	0%
Statewide database	2	10%
Statewide electronic mail system	0	0%
Establish statewide circulation system	0	0%
Totals	21	102%

Table C116

Iowa Question # 40 Comments		
Responses:	n	%
No Responses	14	82%
Look forward to getting new vendor	2	12%
Need cataloging tool	1	6%
	17	100%

Responses from Maryland: Tables C117 to C139.

TABLE C117

Question # 1: Title of Respondent		
Title:	n	%
Director, Head Librarian	6	46%
ILL Coordinator, Supervisor, Head, etc.	2	15%
Coordinator Adult Services	0	0%
Head, Technical Services, Cataloging	0	0%
Head, Reference Services	1	8%
Media Specialist, LRC Specialist	0	0%
Assistant - Associate Director	3	23%
Assistant ILL	0	0%
Library Tech	0	0%
Library Clerk	0	0%
System Operator	0	0%
Reference Librarian	0	0%
Name	0	0%
Bibliographic Specialist	1	8%
Computer Manager, Coordinator	0	0%
Head, Collection Development	0	0%
Extension Librarian	0	0%
	13	100%

TABLE C118

Respondents to Questionnaire by TYPE of Library - Maryland		
Type	Number	Percentage
Public	9	56%
Academic	3	19%
School	2	13%
Special	2	13%
Totals:	16	101%

TABLE C119

Size of Collections - Maryland		
Responses:	n	% of users
Under 25,000	2	13%
25,001 - 50,000	2	13%
50,001 - 100,000	6	38%
100,001 - 250,000	2	13%
Over 250,000	4	25%
Not Responsive	0	0%
Total	16	102%

TABLE C120

Uses of the Statewide database - Question #4 - Maryland		
Description	Number	%
Interlibrary loan	16	35.6%
Public Access	4	8.9%
Backup	7	15.6%
Cataloging / Acquisitions	11	24.4%
Collection Development	7	15.6%
Other	0	0.0%
	45	100.1%

TABLE C121

Questions #5 & 6 - Maryland - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	4	25%	1	6%
Less than 10	0	0%	0	0%
10 to 19	0	0%	0	0%
20 to 29	0	0%	0	0%
30 - 44	3	19%	1	6%
45 - 59	0	0%	1	6%
60 - 119	1	6%	1	6%
120 - 179	1	6%	1	6%
180 - 239	2	13%	1	6%
240 - 299	2	13%	2	13%
300 +	3	19%	8	50%
Other	0	0%	0	0%
Total	16	101%	16	99%

TABLE C122

Question # 7 - Type of staff using database - Maryland		
Staff	n	%
No Response	0	0%
Interlibrary loan	13	27%
Reference	15	31%
Technical Services	7	15%
Director	6	13%
Extension Services	5	10%
Other	2	4%
Total	48	100%

TABLE C123

Question # 8 - dedicated equipment - Maryland		
Responses	n	%
No response	0	0%
Yes	11	69%
No	5	31%
Total	16	100%

TABLE C124

Question # 9 - Public Access? - Maryland		
Responses	n	%
No response	0	0%
Yes	15	94%
No	1	6%
Total	16	100%

TABLE C125

No Public Access - Why - Maryland Question 9A		
Responses	n	%
No Response	15	94%
No Interest	0	0%
No Equipment	0	0%
No CD-ROM extensions	1	6%
Total	16	100%

TABLE C126

Question # 10 - Hardware - Maryland		
Responses	n	%
No response	0	0%
Yes	3	19%
No	13	81%
Total	16	100%

TABLE C127

Question # 11 - Software - Maryland		
Responses	n	%
No response	0	0%
Yes	3	19%
No	13	81%
Total	16	100%

TABLE C128

Question # 12 & 13 - Training - Maryland			
Responses	n - State Training	n - Attended	%
No response	2	0	0%
Yes	9	11	73%
No	5	4	27%
Total	16	15	100%

TABLE C129

Questions 14 & 15 - Training - Maryland				
Responses	n - Adequate training	%	n - need Training	%
No response	4	25%	0	0%
Yes	11	69%	3	19%
No	1	6%	13	81%
Total	16	100%	16	100%

TABLE C130

Maryland Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	2	5	5	2	0	2	16
%	13%	31%	31%	13%	0%	13%	101%
17. Express - Advanced level of searching.	2	3	4	0	0	2	11
%	18%	27%	36%	0%	0%	18%	99%
18. Boolean	0	2	1	3	3	2	11
%	0%	18%	9%	27%	27%	18%	99%
19. Keyword	0	4	8	2	0	1	15
%	0%	27%	53%	13%	0%	7%	100%
20. Wildcard	0	1	3	0	4	4	12
%	0%	8%	25%	0%	33%	33%	99%
21. Searching	3	7	4	0	0	2	16
%	19%	44%	25%	0%	0%	13%	101%
22. Speed	3	5	3	4	0	1	16
%	19%	31%	19%	25%	0%	6%	100%
23. Directions	3	9	3	0	0	1	16
%	19%	56%	19%	0%	0%	6%	100%
24. Manual	0	5	5	1	1	1	13
%	0%	38%	38%	8%	8%	8%	100%
25. Screens	2	11	3	0	0	1	17
%	12%	65%	18%	0%	0%	6%	101%
26. Changing Discs	0	4	6	1	0	1	12
%	0%	33%	50%	8%	0%	8%	99%
Total # per category	15	56	45	13	8	18	14
Average Percentage of each category	9%	34%	29%	9%	6%	12%	99%
Average of each category	1	5	4	1	1	2	

TABLE C131

Maryland Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	4	4	7	1	0	0	16
%	25%	25%	44%	6%	0%	0%	100%
28. ILL outgoing	4	6	6	0	0	0	16
%	25%	38%	38%	0%	0%	0%	101%
29. Fill Rate	0	3	10	1	1	0	15
%	0%	20%	67%	7%	7%	0%	101%
30. Blind Searches received	0	1	7	3	0	3	14
%	0%	7%	50%	21%	0%	21%	99%

TABLE C132

Question # 31 - Maryland					
NR	0-25%	26-50%	51-75%	76-100%	Total #
0	0	3	5	8	16
0%	0%	19%	31%	50%	100%

TABLE C133

Maryland Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Networks	Phone	Fax	Other	No Service	Total #
32. Prior	3	7	0	8	8	3	7	0	36
%	8%	19%	0%	22%	22%	8%	19%	0%	98%
33. After	3	6	0	7	8	9	6	1	40
%	8%	15%	0%	18%	20%	23%	15%	3%	102%
Percentage Increase/decrease	±1	-1%	0%	-1%	-1%	±3	1%	-3%	90%

TABLE C134

Questions # 34 & 35 - Maryland				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
5	5	No Response	3	3
4	4	<10	1	1
0	0	10-20	1	1
0	2	21-44	1	0
1	0	45-75	2	1
1	0	76-100	0	2
1	2	101-350	2	2
1	1	351-499	1	0
0	1	500-1000	1	2
3	1	1001+	4	4
16	16	Total Responses	16	16
		Percentage increase / Decrease of ILL	10%	10%

TABLE C135

Question # 36 - Maryland		
Response	n	%
No Response	3	12%
Automation Plans	2	8%
Cataloging	1	4%
Collection Development	1	4%
Ease of use	6	24%
ILL Forms	2	8%
Location tool	3	12%
Reference use	2	8%
Searching	5	20%
Verification	0	0%
	25	100%

TABLE C136

Maryland Improvements needed Question # 37		
Responses:	n	%
No Responses	4	13%
Authority control	1	3%
Add Boolean & Keyword searching to software	7	23%
Cleanup	0	0%
Cumulative printing of screens or search	0	0%
Get everybody on-line	3	10%
Item Location	2	6%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	0	0%
Periodical add	0	0%
put limits on ILL materials loaned	2	6%
Searching - save search terms & que between discs	5	16%
Speed	0	0%
Updating more often & consistently - CD-ROM versions.	7	23%
	31	100%

TABLE C137

Question # 38 - Maryland Meet the users needs?		
Responses:	n	%
No Response	5	31%
No	0	%0
Yes	11	%69
	16	100%

TABLE C138

Maryland Question # 39 Priority		
Responses:	n	%
No Responses	2	11%
Accuracy in Database	2	11%
Automation Services to all libraries	1	5%
Continuing Education	1	5%
Continue with current projects	0	0%
Full text deliver	0	0%
Funding	4	21%
Improve ILL delivery system	2	11%
Keep Database updated	0	0%
Make system easier to use	0	0%
Retrospective Conversion	1	5%
Statewide Borrowing Agreement	1	5%
Statewide database	1	5%
Statewide electronic mail system	1	5%
Establish statewide circulation system	3	16%
Totals	19	100%

Table C139

Maryland Question # 40 Comments		
Responses:	n	%
No Responses	11	79%
Database in three formats	2	14%
Most libraries use CD-ROM	1	7%
	14	100%

Responses from Missouri: Tables C140 to C161
Table C140

Respondents to Questionnaire by TYPE of Library - Missouri		
Type	Number	Percentage
Academic	29	31%
Public	60	64%
School	2	2%
Special	3	3%
Totals:	94	100%

Table C141

Size of Collections		
Responses:	n	% of users
Under 25,000	23	24.5%
25,001 - 50,000	30	32%
50,001 - 100,000	20	21.5%
100,001 - 250,000	15	16%
Over 250,000	5	5%
Total	94	100%

Table C142

Uses of the Statewide database - Question #4		
Description	Number	
Backup	9	5.6%
Cataloging / Acquisitions	38	23.8%
Collection Development	14	8.8%
Interlibrary loan	92	57.5%
Public Access	5	3.1%
Reference	2	1.3%
	160	100%

Table C143

Question # 9 - Public Access?		
Responses	n	%
No response	2	2%
Yes	14	14%
No	80	84%
Total	94	100%

Table C144

Public use of the Statewide database - Question # 9		
Responses:	n	%
Public did use.	12	7%
Public did not use	80	49%
Afraid of damage	8	5%
No Room	19	12%
No equipment	45	27%
	164	100%

Table C145

Questions #5 & 6 - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	14	15%	11	11.7%
Less than 10	11	12%	7	7.5%
10 to 19	15	16%	7	7.5%
20 to 29	9	10%	7	7.5%
30	14	15%	14	14.9%
45	3	3%	4	4.3%
60	19	20%	16	17.0%
120	2	2%	8	8.5%
180	3	3%	4	4.3%
240	2	2%	5	5.3%
300	1	1%	10	10.6%
Other	1	1%	1	1.1%
Total	94	100%	94	100%

Table C146

Question # 7 - Type of staff using database		
Staff	n	%
No Response	2	1%
Interlibrary loan	70	38%
Director	49	26%
Assistant Director	2	1%
Reference	31	17%
Technical Services	27	15%
Other	5	3%
Total	186	100%

Table C147

Question # 8 - dedicated equipment		
Responses	n	%
No response	3	3%
Yes	54	58%
No	37	39%
Total	94	100%

Table C148

Question # 10 - Hardware		
Responses	n	%
No response	3	3%
Yes	8	9%
No	83	88%
Total	94	100%

Table C149

Question # 11 - Software		
Responses	n	%
No response	5	5%
Yes	20	21%
No	69	74%
Total	94	100%

Table C150

Question # 12 & 13 - Training			
Responses	n - State Training	n - Attended	%
No response	0	4	4%
Yes	94	75	80%
No	0	15	16%
Total	94	94	100%

Table C151

Questions 14 & 15 - Training				
Responses	n - Adequate training	%	n - need Training	%
No response	21	22%	4	4%
Yes	66	71%	14	15%
No	7	7%	76	81%
Total	94	100%	94	100%

Table C152

Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	29	27	23	5	4	6	94
%	31%	29%	24%	5%	4%	6%	100%
17. Express - Advanced level of searching.	17	33	23	11	5	5	94
%	18%	35%	24%	12%	5%	5%	100%
18. Boolean	2	19	30	9	4	30	94
%	2%	20%	32%	10%	4%	32%	100%
19. Keyword	11	22	32	11	6	12	94
%	12%	23%	34%	12%	6%	13%	100%
20. Wildcard	1	17	25	11	6	34	94
%	1%	18%	27%	12%	6%	36%	100%
21. Searching	15	37	32	3	3	4	94
%	16%	39%	34%	3%	3%	4%	100%
22. Speed	4	4	21	31	18	16	94
%	4%	4%	22%	33%	19%	17%	100%
23. Directions	19	28	35	7	2	3	94
%	20%	30%	37%	7%	2%	3%	100%
24. Manual	8	18	40	14	3	11	94
%	9%	19%	43%	15%	3%	12%	100%
25. Screens	19	33	32	6	1	3	94
%	20%	35%	34%	6%	1%	3%	100%
26. Changing Discs	5	18	42	11	15	3	94
%	5%	19%	45%	12%	16%	3%	100%
Total # per category	130	256	335	119	67	127	94
Average Percentage of each category	13%	25%	32%	12%	6%	12%	
Average of each category	12	23	30	11	6	12	

Table C156

Questions \$ 34 & 35				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
40	32	No Service	24	17
43%	34%	Percentage of respondents giving no ILL service.	26%	18%
		Percent Decrease of no service	60%	53%
1	1	No Response	10	0
21	26	<10	32	29
12	11	10-20	7	23
7	9	21-44	7	7
5	6	45-75	2	7
0	2	76-100	0	3
3	5	101-350	6	5
1	1	351-500	1	0
1	0	500-1000	2	2
3	1	1001+	3	1
54	62	Total Responses	70	77
		Percentage increase / Decrease of ILL	13%	13%

Table C157

Question # 36		
Response	n	%
No Response	26	23%
Author/Title index	22	19%
Cataloging	4	4%
Ease of use	7	6%
Location tool	18	16%
Reference use	5	4%
Searching	27	24%
Serials	4	4%
	113	100%

Table C158

Improvements needed Question # 37		
Responses:	n	%
No Responses	26	24%
Authority control	4	4%
Changing Discs	9	9%
Errors - duplicate records - multiple titles	14	13%
Exiting	3	2.5%
Help Screens	2	2%
Need more libraries inputting records	5	5%
Periodical disc	2	2%
Searching	9	8.5%
Software	5	5%
Speed	16	15%
Updating more often & consistently	10	10%
	105	100%

Table C159

Question # 38 Meet the users needs?		
Responses:	n	%
No Response	14	15%
No	5	5%
Yes	75	80%
	94	100%

Table C160

Question # 39 Priority		
Responses:	n	%
No Responses	45	33%
Accuracy in Database	4	3%
Automation Services to all libraries	8	6%
Continuing Education	8	6%
Continue with current projects	8	6%
Fax machines in every library	2	1%
Full text online databases	4	3%
Funding	8	6%
Improve ILL delivery system	3	2%
Keep Database updated	4	3%
Make system easier to use	5	4%
More consultants	2	1%
On-line systems	6	4%
Retrospective Conversion	9	7%
Statewide Borrowing Agreement	2	1%
Statewide database	8	6%
Statewide electronic mail system	3	2%
Switch to OCLC	3	2%
Vendor - change	1	1%
Out of print materials	1	1%
Directory of libraries	1	1%
Establish statewide circulation system	1	1%
Sub-totals	129	94
Totals	136	100%

Table C161

Question # 40 Comments		
Responses:	n	%
No Responses	90	93%
Use Statewide database in Reference Services	2	2%
Centralized billing for ILL	2	2%
Reimbursement for ILL net lenders	1	1%
More training is needed in automation	2	2%
	97	100%

Responses from Pennsylvania: Tables C162 to C183.

Table C162

Respondents to Questionnaire by TYPE of Library - Pennsylvania		
Type	Number	Percentage
Academic	2	4%
Public	10	21%
School	34	72%
Special	1	2%
Totals:	47	100%

Table C163

Size of Collections		
Responses:	n	% of users
Under 25,000	32	68%
25,001 - 50,000	11	23%
50,001 - 100,000	1	2%
100,001 - 250,000	1	2%
Over 250,000	0	0%
Not Responsive	2	4%
Total	47	100%

Table C164

Uses of the Statewide database - Question #4		
Description	Number	
Backup	11	8%
Cataloging / Acquisitions	35	27%
Collection Development	17	13%
Interlibrary loan	45	34%
Public Access	21	16%
Reference - Other	3	2%
	132	100%

Table C165

Questions #5 & 6 - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	1	2%	3	6%
Less than 10	0	0%	0	0%
10 to 19	2	4%	7	15%
20 to 29	3	6%	4	9%
30 - 44	4	9%	9	19%
45 - 59	2	4%	3	6%
60 - 119	9	19%	10	21%
120 - 179	14	30%	6	13%
180 - 239	4	9%	0	0%
240 - 299	1	2%	2	4%
300 +	5	11%	1	2%
Other	2	4%	2	4%
Total	47	100%	47	99%

Table C166

Question # 7 - Type of staff using database		
Staff	n	%
No Response	0	0%
Interlibrary loan	28	29%
Director	32	34%
Assistant Director	0	0%
Reference	14	15%
Technical Services	8	8%
Other	13	14%
Total	95	100%

Table C167

Question # 8 - dedicated equipment		
Responses	n	%
No response	1	2%
Yes	25	53%
No	21	45%
Total	47	100%

Table C168

Question # 9 - Public Access?		
Responses	n	%
No response	0	0%
Yes	40	85%
No	7	15%
Total	47	100%

Table C169

No Public Access - Why Question 9A		
Responses	n	%
No Response	0	0%
No Interest	1	14%
No Equipment	3	43%
No Room	3	43%
Total	7	100%

Table C170

Question # 10 - Hardware		
Responses	n	%
No response	1	2%
Yes	8	17%
No	38	81%
Total	47	100%

Table C171

Question # 11 - Software		
Responses	n	%
No response	1	2%
Yes	2	4%
No	44	94%
Total	47	100%

Table C172

Question # 12 & 13 - Training			
Responses	n - State Training	n - Attended	%
No response	0	1	2%
Yes	47	46	98%
No	0	0	0%
Total	47	47	100%

Table C173

Questions 14 & 15 - Training				
Responses	n - Adequate training	%	n - need Training	%
No response	1	2%	0	0%
Yes	44	94%	10	21%
No	2	4%	37	79%
Total	47	100%	47	100%

Table C174

Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	15	17	13	1	1	0	47
%	32%	36%	28%	2%	2%	0%	100%
17. Express - Advanced level of searching.	31	12	2	1	0	1	47
%	66%	26%	4%	2%	0%	2%	100%
18. Boolean	15	14	14	1	0	3	47
%	32%	30%	30%	2%	0%	6%	100%
19. Keyword	25	14	6	2	0	0	47
%	53%	30%	13%	4%	0%	0%	100%
20. Wildcard	13	13	14	2	1	4	47
%	28%	28%	30%	4%	2%	9%	101%
21. Searching	20	22	4	0	0	1	47
%	43%	47%	9%	0%	0%	2%	101%
22. Speed	5	15	17	6	3	1	47
%	11%	32%	36%	13%	6%	2%	100%
23. Directions	14	18	12	2	0	1	47
%	30%	38%	26%	4%	0%	2%	100%
24. Manual	9	21	15	0	0	2	47
%	19%	45%	32%	0%	0%	4%	100%
25. Screens	15	24	7	0	0	1	47
%	32%	51%	15%	0%	0%	2%	100%
26. Changing Discs	7	17	15	6	0	2	47
%	15%	36%	32%	13%	0%	4%	100%
Total # per category	169	187	119	21	5	16	47
Average Percentage of each category	33%	36%	23%	4%	1%	3%	100%
Average of each category	15	17	11	2	0	1	

Table C178

Questions # 34 & 35				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
24	21	No Service	2	4
51%	45%	Percentage of respondents giving no ILL service.	2%	4%
		Percent Decrease of no service	-83%	-19%
4	4	No Response	6	4
12	14	<10	8	10
2	6	10-20	21	12
2	3	21-44	5	9
0	0	45-75	3	5
0	0	76-100	1	0
1	1	101-350	0	2
0	0	351-500	0	0
1	0	500-1000	1	0
0	0	1001+	0	0
22	28	Total Responses	45	42
		Percentage increase / Decrease of ILL	20%	15%

Table C179

Question # 36		
Response	n	%
No Response	7	8%
Automation Plans	1	1%
Cataloging	6	7%
Collection Development	1	1%
Ease of use	5	6%
ILL Printed Forms	9	10%
Location tool	21	24%
Reference use	1	1%
Searching	15	17%
Verification	22	25%
	88	100%

Table C180

Improvements needed Question # 37		
Responses:	n	%
No Responses	9	13%
Authority control	2	3%
Changing Discs	1	1%
Cleanup	6	9%
Cumulative printing of screens or search	3	5%
Division of database other than by dates	3	4%
E-Mail	2	3%
Errors - duplicate records - multiple titles	15	22%
Need more libraries inputting records	3	5%
Periodical add	2	3%
Refusal to loan materials	5	7%
Searching - save search terms & que between discs	3	4%
Speed	11	16%
Updating more often & consistently	3	5%
	68	100%

Table C181

Question # 38 Meet the users needs?		
Responses:	n	%
No Response	10	21%
No	0	%0
Yes	37	%79
	47	100%

Table C182

Question # 39 Priority		
Responses:	n	%
No Responses	14	18%
Accuracy in Database	4	5%
Automation Services to all libraries	2	3%
Continuing Education	1	1%
Continue with current projects	4	5%
Full text deliver	4	5%
Funding	14	18%
Improve ILL delivery system	2	3%
Keep Database updated	3	4%
Make system easier to use	2	3%
Retrospective Conversion	6	8%
Statewide Borrowing Agreement	8	10%
Statewide database	4	5%
Statewide electronic mail system	6	8%
Establish statewide circulation system	3	4%
Totals	77	100%

Table C183

Question # 40 Comments		
Responses:	n	%
No Responses	36	88%
Use Statewide database in Reference Services	1	2%
Reimbursement for ILL net lenders	4	10%
	41	100%

Responses from North Dakota: Tables C184 to C206.

TABLE C184

Question # 1: Title of Respondent - N.D.		
Title:	n	%
Assistant - Associate Director	1	9%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	0	0%
Coordinator Adult Services	0	0%
Director, Head Librarian, Library Manager	6	55%
Extension Librarian	0	0%
Head, Collection Development	0	0%
Head, Reference Services	0	0%
Head, Technical Services, Cataloging	0	0%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	0	0%
Name	1	9%
Reference Librarian	3	27%
System Operator	0	0%
No Response	0	0%
	11	100%

TABLE C185

Respondents to Questionnaire by TYPE of Library - N.D.		
Type	Number	Percentage
Public	2	18%
Academic	6	55%
School	0	0%
Special	3	27%
Totals:	11	100%

TABLE C186

Size of Collections - N.D.		
Responses:	n	% of users
Under 25,000	3	27.3%
25,001 - 50,000	1	9.1%
50,001 - 100,000	3	27.3%
100,001 - 250,000	2	18.2%
Over 250,000	2	18.2%
Not Responsive	0	0.0%
Total	11	100.1%

TABLE C187

Uses of the Statewide database - Question #4 - N.D.		
Description	Number	%
Interlibrary loan	10	27%
Public Access	10	27%
Backup	2	5%
Cataloging / Acquisitions	9	24%
Collection Development	5	14%
Reference - Other	1	3%
	37	100%

TABLE C188

Questions #5 & 6 - N.D. - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	2	18%	2	20.0%
Less than 10	0	0%	0	0.0%
10 to 19	1	9%	0	0.0%
20 to 29	1	9%	0	0.0%
30 - 44	1	9%	0	0.0%
45 - 59	0	0%	0	0.0%
60 - 119	0	0%	0	0.0%
120 - 179	1	9%	1	10.0%
180 - 239	0	0%	1	10.0%
240 - 299	0	0%	3	30.0%
300 +	5	45%	3	30.0%
Other	0	0%	0	0.0%
Total	11	99%	10	100.0%

TABLE C189

Question # 7 - Type of staff using database - N.D.		
Staff	n	%
Interlibrary loan	11	25.0%
Reference	10	22.7%
Technical Services	9	20.5%
Director	9	20.5%
Extension Services staff	3	6.8%
Other	2	4.6%
No Response	0	0.0%
Total	44	100.1%

TABLE C190

Question # 8 - dedicated equipment - N.D.		
Responses	n	%
No response	0	0.0%
Yes	8	72.7%
No	3	27.3%
Total	11	100.0%

TABLE C191

Question # 9 - Public Access? - N.D.		
Responses	n	%
No response	0	0%
Yes	8	73%
No	3	27%
Total	11	100%

TABLE C192

No Public Access - Why - N.D. Question 9A		
Responses	n	%
No Response	9	82%
No Interest	0	0%
No Equipment	2	18%
Difficulty of use	0	0
Staff use only	0	0
No Room	0	0%
Total	11	100%

TABLE C193

Question # 10 - Hardware - N.D.		
Responses	n	%
No response	1	9%
Yes	3	27%
No	7	64%
Total	11	100%

TABLE C194

Question # 11 - Software - N.D.		
Responses	n	%
No response	0	0%
Yes	0	0%
No	9	50%
Not Applicable	9	50%
Total	18	100%

TABLE C195

Question # 12 & 13 - Training - N.D.			
Responses	n - State Training	n - Attended	%
No response	1	0	%0
Yes	4	8	%73
No	6	3	%27
Total	11	11	100%

TABLE C196

Questions 14 & 15 - Training - N.D.				
Responses	n - Adequate training	%	n - need Training	%
No response	5	45%	1	9%
Yes	5	45%	6	55%
No	1	9%	4	36%
Total	11	99%	11	100%

TABLE C197

N.D. Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	5	3	2	1	0	0	11
%	45%	27%	18%	9%	0%	0%	99%
17. Express - Advanced level of searching.	4	2	2	0	1	2	11
%	36%	18%	18%	0%	9%	18%	99%
18. Boolean	5	2	1	1	0	2	11
%	45%	18%	9%	9%	0%	18%	99%
19. Keyword	6	1	1	0	1	2	11
%	55%	9%	9%	0%	9%	18%	100%
20. Wildcard	5	3	0	0	1	2	11
%	45%	27%	0%	0%	9%	18%	99%
21. Searching	6	2	2	0	1	0	11
%	55%	18%	18%	0%	9%	0%	100%
22. Speed	4	5	1	1	0	0	11
%	36%	45%	9%	9%	0%	0%	99%
23. Directions	3	5	1	1	1	0	11
%	27%	45%	9%	9%	9%	0%	99%
24. Manual	2	2	2	3	0	2	11
%	18%	18%	18%	27%	0%	18%	99%
25. Screens	3	5	1	0	1	1	11
%	27%	45%	9%	0%	9%	9%	99%
26. Changing Discs	0	0	0	0	0	11	11
%	0%	0%	0%	0%	0%	100%	100%
Total # per category	43	30	13	7	6	22	11
Average Percentage of each category	35%	25%	11%	6%	5%	18%	100%
Average of each category	4	3	1	1	1	2	

TABLE C198

N.D. Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	7	1	2	0	0	1	11
%	64%	9%	18%	0%	0%	9%	100%
28. ILL outgoing	3	3	3	2	0	0	11
%	27%	27%	27%	18%	0%	0%	99%
29. Fill Rate	2	2	5	1	0	1	11
%	18%	18%	45%	9%	0%	9%	99%
30. Blind Searches received	0	1	5	3	0	2	11
%	0%	9%	45%	27%	0%	18%	99%

TABLE C199

Question # 31 - N.D.					
NR	0-25%	26-50%	51-75%	76-100%	Total #
4	2	5	0	0	11
36%	18%	45%	0%	0%	99%

TABLE C200

N.D. Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	6	8	0	10	6	4	0	0	34
%	18%	24%	0%	29%	18%	12%	0%	0%	101%
33. After	6	6	0	10	6	5	1	0	34
%	18%	18%	0%	29%	18%	15%	3%	0%	101%
Percentage Increase/decrease	1%	-1%	0%	-1%	-1%	1%	0%	0%	100%

TABLE C201

Questions # 34 & 35 - N.D.				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
2	2	No Response	2	2
0	0	<10	0	0
1	0	10-20	0	0
0	2	21-44	1	0
2	0	45-75	0	1
0	1	76-100	0	1
5	5	101-350	6	6
0	0	351-500	1	0
1	1	500-1000	0	0
0	0	1001+	1	1
11	11	Total Responses	11	11
		Percentage increase / Decrease of ILL	10%	10%

TABLE C202

Question # 36 - N.D.		
Response	n	%
No Response	3	18%
Automation Plans	0	0%
Cataloging	3	18%
Collection Development	1	6%
Ease of use	2	12%
ILL Printed Forms	2	12%
Location tool	1	6%
Reference use	2	12%
Searching	2	12%
Verification	1	6%
	17	102%

TABLE C203

N.D. Improvements needed Question # 37		
Responses:	n	%
No Responses	3	21%
Authority control	0	0%
Acquisitions	2	14%
Circulation Procedures	2	14%
Cumulative printing of screens or search	1	7%
Division of database other than by dates	0	0%
Indexes to manuals, on screen instructions	3	21%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	1	7%
Periodicals add	1	7%
Refusal to loan materials	0	0%
Searching -	1	7%
Speed	0	0%
Updating more often & consistently	0	0%
	14	98%

TABLE C204

Question # 38 - N.D. Meet the users needs?		
Responses:	n	%
No Response	2	18%
No	2	18%
Yes	7	64%
	11	100%

TABLE C205

N.D. Question # 39 Priority		
Responses:	n	%
No Responses	4	31%
Accuracy in Database	0	0%
Automation Services to all libraries	1	8%
Continuing Education	1	8%
Continue with current projects	0	0%
Full text deliver	0	0%
Funding	0	0%
Improve ILL delivery system	1	8%
Keep Database updated	0	0%
Make system easier to use	0	0%
Retrospective Conversion	1	8%
Statewide Borrowing Agreement	1	8%
Statewide database	3	23%
Statewide electronic mail system	0	0%
Establish statewide circulation system	1	8%
I don't understand what Priority means?	0	0%
Database management - long range planning	0	0%
Totals	13	102%

TABLE C206

N.D. Question # 40 Comments		
Responses:	n	%
No Responses	10	91%
Use Statewide database in Reference Services	0	0%
Funding for private libraries	1	9%
If materials cost less than \$20, should not loan	0	0%
Our library does not provide ILL services	0	0%
This is our main source of information about other libraries	0	0%
	11	100%

Responses from Ohio: Tables C207 to C229.

TABLE C207

Question # 1: Title of Respondent - Ohio		
Title:	n	%
Assistant - Associate Director	0	0%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	0	0%
Coordinator Adult Services	1	10%
Director, Head Librarian, Library Manager	7	70%
Extension Librarian	0	0%
Head, Collection Development	0	0%
Head, Reference Services	0	0%
Head, Technical Services, Cataloging	1	10%
ILL Coordinator, Supervisor, Head, etc.	1	10%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	0	0%
Name	0	0%
Reference Librarian	0	0%
System Operator	0	0%
No Response	0	0%
	10	100%

TABLE C208

Respondents to Questionnaire by TYPE of Library - Ohio		
Type	Number	Percentage
Public	9	90%
Academic	0	0%
School	0	0%
Special	1	10%
Totals:	10	100%

TABLE C209

Size of Collections - Ohio		
Responses:	n	% of users
Under 25,000	0	0.0%
25,001 - 50,000	5	50.0%
50,001 - 100,000	2	20.0%
100,001 - 250,000	3	30.0%
Over 250,000	0	0.0%
Not Responsive	0	0.0%
Total	10	100.0%

TABLE C210

Uses of the Statewide database - Question #4 - Ohio		
Description	Number	%
Interlibrary loan	9	50%
Public Access	2	11%
Backup	1	6%
Cataloging / Acquisitions	5	28%
Collection Development	1	6%
Reference - Other	0	0%
	18	101%

TABLE C211

Questions #5 & 6 - Ohio - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	1	10%	1	10.0%
Less than 10	1	10%	2	20.0%
10 to 19	2	20%	0	0.0%
20 to 29	0	0%	0	0.0%
30 - 44	3	30%	1	10.0%
45 - 59	0	0%	0	0.0%
60 - 119	1	10%	1	10.0%
120 - 179	1	10%	4	40.0%
180 - 239	0	0%	1	10.0%
240 - 299	1	10%	0	0.0%
300 +	0	0%	0	0.0%
Other	0	0%	0	0.0%
Total	10	100%	10	100.0%

TABLE C212

Question # 7 - Type of staff using database - Ohio		
Staff	n	%
Interlibrary loan	8	32.0%
Reference	2	8.0%
Technical Services	7	28.0%
Director	5	20.0%
Extension Services staff	1	4.0%
Other	1	4.0%
No Response	1	4.0%
Total	25	100.0%

TABLE C213

Question # 8 - dedicated equipment - Ohio		
Responses	n	%
No response	0	0.0%
Yes	1	10.0%
No	9	90.0%
Total	10	100.0%

TABLE C214

Question # 9 - Public Access? - Ohio		
Responses	n	%
No response	0	0%
Yes	0	0%
No	10	100%
Total	10	100%

TABLE C215

No Public Access - Why - Ohio Question 9A		
Responses	n	%
No Response	3	30%
No Interest	1	10%
No Equipment	2	20%
Difficulty of use	1	10%
Staff use only	0	0%
No Room	3	30%
Total	10	100%

TABLE C216

Question # 10 - Hardware - Ohio		
Responses	n	%
No response	0	0%
Yes	2	20%
No	8	80%
Total	10	100%

TABLE C217

Question # 11 - Software - Ohio		
Responses	n	%
No response	0	0%
Yes	3	15%
No	7	35%
Not Applicable	10	50%
Total	20	100%

TABLE C218

Question # 12 & 13 - Training - Ohio			
Responses	n - State Training	n - Attended	%
No response	0	0	0%
Yes	10	8	80%
No	0	2	20%
Total	10	10	100%

TABLE C219

Questions 14 & 15 - Training - Ohio				
Responses	n - Adequate training	%	n - need Training	%
No response	3	27%	0	0%
Yes	6	55%	6	55%
No	2	18%	5	45%
Total	11	100%	11	100%

TABLE C220

Ohio Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	4	2	2	1	0	1	10
%	40%	20%	20%	10%	0%	10%	100%
17. Express - Advanced level of searching.	6	1	2	0	0	1	10
%	60%	10%	20%	0%	0%	10%	100%
18. Boolean	1	3	2	1	1	2	10
%	10%	30%	20%	10%	10%	20%	100%
19. Keyword	3	1	4	1	0	1	10
%	30%	10%	40%	10%	0%	10%	100%
20. Wildcard	1	1	6	0	0	2	10
%	10%	10%	60%	0%	0%	20%	100%
21. Searching	2	5	2	0	0	1	10
%	20%	50%	20%	0%	0%	10%	100%
22. Speed	1	4	4	0	0	1	10
%	10%	40%	40%	0%	0%	10%	100%
23. Directions	2	1	5	1	0	1	10
%	20%	10%	50%	10%	0%	10%	100%
24. Manual	1	2	4	2	0	1	10
%	10%	20%	40%	20%	0%	10%	100%
25. Screens	3	2	4	0	0	1	10
%	30%	20%	40%	0%	0%	10%	100%
26. Changing Discs	1	0	2	0	0	7	10
%	10%	0%	20%	0%	0%	70%	100%
Total # per category	25	22	37	6	1	19	10
Average Percentage of each category	23%	20%	34%	5%	1%	17%	100%
Average of each category	2	2	3	1	0	2	

TABLE C221

Ohio Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	1	6	2	0	0	1	10
%	10%	60%	20%	0%	0%	10%	100%
28. ILL outgoing	0	3	4	2	0	1	10
%	0%	30%	40%	20%	0%	10%	100%
29. Fill Rate	0	4	4	1	0	1	10
%	0%	40%	40%	10%	0%	10%	100%
30. Blind Searches received	0	0	6	1	0	4	11
%	0%	0%	55%	9%	0%	36%	100%

TABLE C222

Question # 31 - Ohio					
NR	0-25%	26-50%	51-75%	76-100%	Total #
3	4	0	3	0	10
30%	40%	0%	30%	0%	100%

TABLE C223

Ohio Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	0	6	0	4	4	6	1	2	23
%	0%	26%	0%	17%	17%	26%	4%	9%	99%
33. After	0	7	0	4	3	6	1	2	23
%	0%	30%	0%	17%	13%	26%	4%	9%	99%
Percentage Increase/decrease	??%	-1%	??%	-1%	-1%	1%	1%	100%	100%

TABLE C224

Questions # 34 & 35 - Ohio				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
1	1	No Response	1	1
1	4	<10	1	1
3	1	10-20	3	5
1	2	21-44	2	1
2	2	45-75	1	1
0	0	76-100	1	1
2	0	101-350	1	0
0	0	351-500	0	0
0	0	500-1000	0	0
0	0	1001+	0	0
10	10	Total Responses	10	10
		Percentage increase / Decrease of ILL	10%	10%

TABLE C225

Question # 36 - Ohio		
Response	n	%
No Response	3	23%
Automation Plans	1	8%
Cataloging	2	15%
Collection Development	0	0%
Ease of use	2	15%
ILL Printed Forms	1	8%
Location tool	1	8%
Reference use	0	0%
Searching	3	23%
Verification	0	0%
	13	100%

TABLE C226

Ohio Improvements needed Question # 37		
Responses:	n	%
No Responses	2	22%
Authority control	1	11%
Changing Discs, to many discs	0	0%
Cleanup	1	11%
Cumulative printing of screens or search	1	11%
Division of database other than by dates	0	0%
E-Mail	0	0%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	3	33%
Periodicals add	0	0%
Refusal to loan materials	0	0%
Searching -	1	11%
Speed	0	0%
Updating more often & consistently	0	0%
	9	99%

TABLE C227

Question # 38 - Ohio Meet the users needs?		
Responses:	n	%
No Response	3	33%
No	0	%0
Yes	6	%67
	9	100%

TABLE C228

Ohio Question # 39 Priority		
Responses:	n	%
No Responses	2	15%
Accuracy in Database	2	15%
Automation Services to all libraries	1	8%
Continuing Education	0	0%
Continue with current projects	3	23%
Full text deliver	0	0%
Funding	0	0%
Improve ILL delivery system	0	0%
Keep Database updated	0	0%
Make system easier to use	0	0%
Retrospective Conversion	1	8%
Statewide Borrowing Agreement	0	0%
Statewide database	3	23%
Statewide electronic mail system	0	%0
Establish statewide circulation system	0	0%
I don't understand what Priority means?	0	0%
Database management - long range planning	1	8%
Totals	13	100%

TABLE C229

Ohio Question # 40 Comments		
Responses:	n	%
No Responses	8	80%
Use Statewide database in Reference Services	0	0%
Reimbursement for ILL net lenders	0	0%
If materials cost less than \$20, should not loan	1	10%
Our library does not provide Ill services	1	10%
This is our main source of information about other libraries	0	0%
	10	100%

Responses from South Dakota: Tables C230 to C252.

TABLE C230

Question # 1: Title of Respondent - S.D.		
Title:	n	%
Assistant - Associate Director	1	9%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	0	0%
Coordinator Adult Services	0	0%
Director, Head Librarian, Library Manager	6	55%
Extension Librarian	0	0%
Head, Collection Development	0	0%
Head, Reference Services	2	18%
Head, Technical Services, Cataloging	1	9%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	1	9%
Name	0	0%
Reference Librarian	0	0%
System Operator	0	0%
No Response	0	0%
	11	100%

TABLE C231

Respondents to Questionnaire by TYPE of Library - S.D.		
Type	Number	Percentage
Public	7	64%
Academic	3	27%
School	1	9%
Special	0	0%
Totals:	11	100%

TABLE C232

Size of Collections - S.D.		
Responses:	n	% of users
Under 25,000	1	9.1%
25,001 - 50,000	1	9.1%
50,001 - 100,000	6	54.6%
100,001 - 250,000	2	18.2%
Over 250,000	1	9.1%
Not Responsive	0	0.0%
Total	11	100.1%

TABLE C233

Uses of the Statewide database - Question #4 - S.D.		
Description	Number	%
Interlibrary loan	11	28%
Public Access	9	23%
Backup	0	0%
Cataloging / Acquisitions	8	20%
Collection Development	8	20%
Reference - Other	4	10%
	40	101%

TABLE C234

Questions #5 & 6 - S.D. - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	3	27%	1	9.1%
Less than 10	0	0%	0	0.0%
10 to 19	0	0%	0	0.0%
20 to 29	0	0%	0	0.0%
30 - 44	0	0%	0	0.0%
45 - 59	0	0%	1	9.1%
60 - 119	1	9%	1	9.1%
120 - 179	2	18%	3	27.3%
180 - 239	1	9%	2	18.2%
240 - 299	0	0%	0	0.0%
300 +	4	36%	3	27.3%
Other	0	0%	0	0.0%
Total	11	99%	11	100.1%

TABLE C235

Question # 7 - Type of staff using database - S.D.		
Staff	n	%
Interlibrary loan	10	22.2%
Reference	10	22.2%
Technical Services	9	20.0%
Director	10	22.2%
Extension Services staff	3	6.7%
Other	3	6.7%
No Response	0	0.0%
Total	45	100.0%

TABLE C236

Question # 8 - dedicated equipment - S.D.		
Responses	n	%
No response	1	9.1%
Yes	9	81.8%
No	1	9.1%
Total	11	100.0%

TABLE C237

Question # 9 - Public Access? - S.D.		
Responses	n	%
No response	0	0%
Yes	8	73%
No	3	27%
Total	11	100%

TABLE C238

No Public Access - Why - S.D. Question 9A		
Responses	n	%
No Response	8	73%
No Interest	0	0%
Dial Access only - equipment	3	27%
Difficulty of use	0	0
Staff use only	0	0
No Room	0	0%
Total	11	100%

TABLE C239

Question # 10 - Hardware - S.D.		
Responses	n	%
No response	0	0%
Yes	3	27%
No	8	73%
Total	11	100%

TABLE C240

Question # 11 - Software - S.D.		
Responses	n	%
No response	0	0%
Yes	0	0%
No	11	100%
Not Applicable	0	0%
Total	11	100%

TABLE C241

Question # 12 & 13 - Training - S.D.			
Responses	n - State Training	n - Attended	%
No response	0	0	%0
Yes	11	11	%100
No	0	0	%0
Total	11	11	100%

TABLE C242

Questions 14 & 15 - Training - S.D.				
Responses	n - Adequate training	%	n - need Training	%
No response	0	0%	0	0%
Yes	10	91%	8	73%
No	1	9%	3	27%
Total	11	100%	11	100%

TABLE C243

S.D. Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	2	6	1	1	0	1	11
%	18%	55%	9%	9%	0%	9%	100%
17. Express - Advanced level of searching.	1	4	1	0	0	5	11
%	9%	36%	9%	0%	0%	45%	99%
18. Boolean	2	5	2	1	0	1	11
%	18%	45%	18%	9%	0%	9%	99%
19. Keyword	7	2	1	0	0	1	11
%	64%	18%	9%	0%	0%	9%	100%
20. Wildcard	4	3	2	1	0	1	11
%	36%	27%	18%	9%	0%	9%	99%
21. Searching	4	4	2	0	0	1	11
%	36%	36%	18%	0%	0%	9%	99%
22. Speed	1	6	3	0	0	1	11
%	9%	55%	27%	0%	0%	9%	100%
23. Directions	1	3	4	2	0	1	11
%	9%	27%	36%	18%	0%	9%	99%
24. Manual	1	1	4	1	2	2	11
%	9%	9%	36%	9%	18%	18%	99%
25. Screens	0	5	4	1	0	1	11
%	0%	45%	36%	9%	0%	9%	99%
26. Changing Discs	0	0	0	0	0	11	11
%	0%	0%	0%	0%	0%	100%	100%
Total # per category	23	39	24	7	2	26	11
Average Percentage of each category	19%	32%	20%	6%	2%	21%	100%
Average of each category	2	4	2	1	0	2	

TABLE C244

S.D. Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	6	5	0	0	0	0	11
%	55%	45%	0%	0%	0%	0%	100%
28. ILL outgoing	5	4	0	1	0	1	11
%	45%	36%	0%	9%	0%	9%	99%
29. Fill Rate	2	7	2	0	0	0	11
%	18%	64%	18%	0%	0%	0%	100%
30. Blind Searches received	0	1	4	1	0	5	11
%	0%	9%	36%	9%	0%	45%	99%

TABLE C245

Question # 31 - S.D.					
NR	0-25%	26-50%	51-75%	76-100%	Total #
0	1	3	6	1	11
0%	9%	27%	55%	9%	100%

TABLE C246

S.D. Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	7	10	0	4	8	3	0	0	32
%	22%	31%	0%	13%	25%	9%	0%	0%	100%
33. After	7	11	0	7	7	6	0	0	38
%	18%	29%	0%	18%	18%	16%	0%	0%	99%
Percentage Increase/decrease	1%	-1%	0%	-2%	-1%	2%	0%	0%	84%

TABLE C247

Questions # 34 & 35 - S.D.				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
4	5	No Response	2	3
1	0	<10	2	1
0	1	10-20	1	0
1	1	21-44	0	0
3	2	45-75	2	1
0	0	76-100	1	0
1	1	101-350	1	3
0	0	351-500	1	1
0	0	500-1000	0	1
1	1	1001+	1	1
11	11	Total Responses	11	11
		Percentage increase / Decrease of ILL	10%	10%

TABLE C248

Question # 36 - S.D.		
Response	n	%
No Response	2	10%
Automation Plans	0	0%
Cataloging	2	10%
Item Status	2	10%
Ease of use	1	5%
ILL	2	10%
Location tool	3	15%
Reference use	2	10%
Searching	5	25%
Magazine index	1	5%
	20	100%

TABLE C249

S.D. Improvements needed Question # 37		
Responses:	n	%
No Responses	3	27%
Authority control	0	0%
Acquisitions	0	0%
Circulation Procedures	0	0%
Cumulative printing of screens or search	0	0%
Education - more training	1	9%
Indexes to manuals, on screen instructions	1	9%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	1	9%
Periodicals add	2	18%
Refusal to loan materials	0	0%
Searching -	1	9%
Add personnel to system operations	1	9%
Increase full text	1	9%
	11	99%

TABLE C250

Question # 38 - S.D. Meet the users needs?		
Responses:	n	%
No Response	3	27%
No	0	%0
Yes	8	%73
	11	100%

TABLE C251

S.D. Question # 39 Priority		
Responses:	n	%
No Responses	3	23%
Accuracy in Database	1	8%
Automation Services to all libraries	2	15%
Continuing Education	1	8%
Continue with current projects	0	0%
Full text deliver	0	0%
Funding	0	0%
Improve ILL delivery system	0	0%
Keep Database updated	0	0%
Make system easier to use	1	8%
Retrospective Conversion	0	0%
Statewide Borrowing Agreement	1	8%
Statewide database - funding	4	31%
Statewide electronic mail system	0	0%
Establish statewide circulation system	0	0%
I don't understand what Priority means?	0	0%
Database management - long range planning	0	0%
Totals	13	101%

TABLE C252

S.D. Question # 40 Comments		
Responses:	n	%
No Responses	7	64%
Include all libraries in state	1	9%
It is expensive	1	9%
If materials cost less than \$20, should not loan	0	0%
State Library does an excellent job	1	9%
This is our main source of information about other libraries - helps resource sharing	1	9%
	11	100%

Responses from Tenn.: Tables C253 to C275.

TABLE C253

Question # 1: Title of Respondent - Tenn.		
Title:	n	%
Assistant - Associate Director	2	29%
Assistant ILL	1	14%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	0	0%
Coordinator Adult Services	0	0%
Director, Head Librarian, Library Manager	1	14%
Extension Librarian	0	0%
Head, Collection Development	0	0%
Head, Reference Services	0	0%
Head, Technical Services, Cataloging	0	0%
ILL Coordinator, Supervisor, Head, etc.	1	14%
Library Clerk	0	0%
Library Tech	2	29%
Media Specialist, LRC Specialist, Information Specialist	0	0%
Name	0	0%
Reference Librarian	0	0%
System Operator	0	0%
No Response	0	0%
	7	100%

TABLE C254

Respondents to Questionnaire by TYPE of Library - Tenn.		
Type	Number	Percentage
Public	5	56%
Academic	0	0%
School	0	0%
Special	4	44%
Totals:	9	100%

TABLE C255

Size of Collections - Tenn.		
Responses:	n	% of users
Under 25,000	1	11.1%
25,001 - 50,000	0	0.0%
50,001 - 100,000	0	0.0%
100,001 - 250,000	5	55.6%
Over 250,000	3	33.3%
Not Responsive	0	0.0%
Total	9	100.0%

TABLE C256

Uses of the Statewide database - Question #4 - Tenn.		
Description	Number	%
Interlibrary loan	3	38%
Public Access	0	0%
Backup	0	0%
Cataloging / Acquisitions	4	50%
Collection Development	0	0%
Reference - Other	1	13%
	8	101%

TABLE C257

Questions #5 & 6 - Tenn. - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	2	29%	4	57.1%
Less than 10	0	0%	0	0.0%
10 to 19	0	0%	0	0.0%
20 to 29	0	0%	0	0.0%
30 - 44	0	0%	0	0.0%
45 - 59	0	0%	0	0.0%
60 - 119	0	0%	0	0.0%
120 - 179	1	14%	1	14.3%
180 - 239	1	14%	0	0.0%
240 - 299	1	14%	1	14.3%
300 +	2	29%	1	14.3%
Other	0	0%	0	0.0%
Total	7	100%	7	100.0%

TABLE C258

Question # 7 - Type of staff using database - Tenn.		
Staff	n	%
Interlibrary loan	3	42.9%
Reference	0	0.0%
Technical Services	4	57.1%
Director	0	0.0%
Extension Services staff	0	0.0%
Other	0	0.0%
No Response	0	0.0%
Total	7	100.0%

TABLE C259

Question # 8 - dedicated equipment - Tenn.		
Responses	n	%
No response	0	0.0%
Yes	7	100.0%
No	0	0.0%
Total	7	100.0%

TABLE C260

Question # 9 - Public Access? - Tenn.		
Responses	n	%
No response	0	0%
Yes	0	0%
No	7	100%
Total	7	100%

TABLE C261

No Public Access - Why - Tenn. Question 9A		
Responses	n	%
No Response	1	14%
No Interest	0	0%
Dial Access only - equipment	0	0%
Difficulty of use	0	0
Staff use only	6	86
No Room	0	0%
Total	7	100%

TABLE C262

Question # 10 - Hardware - Tenn.		
Responses	n	%
No response	0	0%
Yes	4	57%
No	3	43%
Total	7	100%

TABLE C263

Question # 11 - Software - Tenn.		
Responses	n	%
No response	0	0%
Yes	4	57%
No	3	43%
Not Applicable	0	0%
Total	7	100%

TABLE C264

Question # 12 & 13 - Training - Tenn.			
Responses	n - State Training	n - Attended	%
No response	0	0	%0
Yes	7	7	%100
No	0	0	%0
Total	7	7	100%

TABLE C265

Questions 14 & 15 - Training - Tenn.				
Responses	n - Adequate training	%	n - need Training	%
No response	0	0%	0	0%
Yes	7	100%	2	29%
No	0	0%	5	71%
Total	7	100%	7	100%

TABLE C266

Tenn. Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	1	1	3	0	2	0	7
%	14%	14%	43%	0%	29%	0%	100%
17. Express - Advanced level of searching.	1	2	3	0	0	1	7
%	14%	29%	43%	0%	0%	14%	100%
18. Boolean	2	0	3	1	1	0	7
%	29%	0%	43%	14%	14%	0%	100%
19. Keyword	1	1	3	1	0	1	7
%	14%	14%	43%	14%	0%	14%	99%
20. Wildcard	0	2	3	0	1	1	7
%	0%	29%	43%	0%	14%	14%	100%
21. Searching	1	3	3	0	0	0	7
%	14%	43%	43%	0%	0%	0%	100%
22. Speed	2	2	2	1	0	0	7
%	29%	29%	29%	14%	0%	0%	101%
23. Directions	1	1	4	0	1	0	7
%	14%	14%	57%	0%	14%	0%	99%
24. Manual	0	0	4	0	3	0	7
%	0%	0%	57%	0%	43%	0%	100%
25. Screens	0	0	5	1	0	1	7
%	0%	0%	71%	14%	0%	14%	99%
26. Changing Discs	0	0	5	0	0	2	7
%	0%	0%	71%	0%	0%	29%	100%
Total # per category	9	12	38	4	8	6	7
Average Percentage of each category	12%	16%	49%	5%	10%	8%	100%
Average of each category	1	1	3	0	1	1	

IMPACT OF THE STATEWIDE DATABASE ON RESOURCE SHARING

TABLE C267

Tenn. Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	0	0	3	0	0	4	7
%	0%	0%	43%	0%	0%	57%	100%
28. ILL outgoing	0	0	3	0	0	4	7
%	0%	0%	43%	0%	0%	57%	100%
29. Fill Rate	0	1	2	0	0	4	7
%	0%	14%	29%	0%	0%	57%	100%
30. Blind Searches received	0	0	1	1	0	5	7
%	0%	0%	14%	14%	0%	71%	99%

TABLE C268

Question # 31 - Tenn.					
NR	0-25%	26-50%	51-75%	76-100%	Total #
5	0	1	1	0	7
71%	0%	14%	14%	0%	99%

TABLE C269

Tenn. Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	3	3	0	2	4	1	1	3	17
%	18%	18%	0%	12%	24%	6%	6%	18%	102%
33. After	3	3	0	3	3	2	0	3	17
%	18%	18%	0%	18%	18%	12%	0%	18%	102%
Percentage Increase/decrease	1%	-1%	??%	-2%	-1%	2%	0%	100%	100%

TABLE C270

Questions # 34 & 35 - Tenn.				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
5	5	No Response	5	5
0	0	<10	0	0
0	0	10-20	0	0
0	0	21-44	0	0
0	0	45-75	0	0
0	0	76-100	0	0
0	1	101-350	0	1
1	0	351-500	1	0
0	1	500-1000	0	1
1	0	1001+	1	0
7	7	Total Responses	7	7
		Percentage increase / Decrease of ILL	10%	10%

TABLE C271

Question # 36 - Tenn.		
Response	n	%
No Response	1	8%
All formats are available	1	8%
Cataloging	0	0%
Item Status	3	23%
Ease of use	1	8%
ILL	1	8%
Location tool	2	15%
Browse mode	2	15%
Searching	1	8%
Verification	1	8%
	13	101%

TABLE C272

Tenn. Improvements needed Question # 37		
Responses:	n	%
No Responses	2	22%
Authority control - cataloging	1	11%
Electronic delivery - full text	0	0%
Circulation Procedures	1	11%
Cumulative printing of screens or search	0	0%
Ill	1	11%
Indexes to manuals, on screen instructions	0	0%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	0	0%
Periodicals spotty	1	11%
Update software	2	22%
Searching -	0	0%
Public access software	0	0%
Communications	1	11%
	9	99%

TABLE C273

Question # 38 - Tenn. Meet the users needs?		
Responses:	n	%
No Response	2	29%
No	0	%0
Yes	5	%71
	7	100%

TABLE C274

Tenn. Question # 39 Priority		
Responses:	n	%
No Responses	2	29%
Accuracy in Database	1	14%
Automation Services to all libraries	0	0%
Continuing Education	0	0%
Continue with current projects	0	0%
Full text deliver	0	0%
Funding	0	0%
Improve ILL delivery system	0	0%
Keep Database updated	0	0%
Make system easier to use	0	0%
Retrospective Conversion	1	14%
Verification & Holding info.	1	14%
Statewide database	0	0%
Statewide electronic mail system	0	%0
Circulation software & hardware	1	14%
I don't understand what Priority means?	0	0%
Cataloging of materials into database	1	14%
Totals	7	99%

TABLE C275

Tenn. Question # 40 Comments		
Responses:	n	%
No Responses	5	63%
Include all libraries in state	0	0%
No way to cancel a request	1	13%
No serial holding request	1	13%
Not open to public	1	13%
Decrease paperwork	0	0%
	8	102%

Responses from Wisconsin: Tables C276 to C298.

TABLE C276

Question # 1: Title of Respondent		
Title:	n	%
Assistant - Associate Director	0	0%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	0	0%
Coordinator Adult Services	1	5%
Director, Head Librarian, Library Manager	8	42%
Extension Librarian	0	0%
Head, Collection Development	0	0%
Head, Reference Services	0	0%
Head, Technical Services, Cataloging	0	0%
ILL Coordinator, Supervisor, Head, etc.	3	16%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	4	21%
Name	2	11%
Reference Librarian	1	5%
System Operator	0	0%
No Response	0	0%
	19	100%

TABLE C277

Respondents to Questionnaire by TYPE of Library - Wisconsin		
Type	Number	Percentage
Academic	3	16%
Public	11	58%
School	3	16%
Special	2	11%
Totals:	19	100%

TABLE C278

Size of Collections - Wisconsin		
Responses:	n	% of users
Under 25,000	5	26.3%
25,001 - 50,000	3	15.8%
50,001 - 100,000	1	5.3%
100,001 - 250,000	4	21.1%
Over 250,000	4	21.1%
Not Responsive	2	10.5%
Total	19	100.1%

TABLE C279

Uses of the Statewide database - Question #4 - Wisconsin		
Description	Number	%
Interlibrary loan	45	34%
Public Access	21	16%
Backup	11	8%
Cataloging / Acquisitions	35	27%
Collection Development	17	13%
Reference - Other	3	2%
	132	100%

TABLE C280

Questions #5 & 6 - Wisconsin - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	1	5%	3	15.8%
Less than 10	1	5%	1	5.3%
10 to 19	0	0%	0	0.0%
20 to 29	1	5%	1	5.3%
30 - 44	6	32%	2	10.5%
45 - 59	0	0%	0	0.0%
60 - 119	1	5%	3	15.8%
120 - 179	3	16%	2	10.5%
180 - 239	3	16%	2	10.5%
240 - 299	0	0%	2	10.5%
300 +	3	16%	3	15.8%
Other	0	0%	0	0.0%
Total	19	100%	19	100.0%

TABLE C281

Question # 7 - Type of staff using database - Wisconsin		
Staff	n	%
Interlibrary loan	16	32.7%
Reference	11	22.5%
Technical Services	10	20.4%
Director	10	20.4%
Extension Services staff	2	4.1%
Other	0	0.0%
Students, Faculty of institution	0	0.0%
No Response	0	0.0%
Total	49	100.1%

TABLE C282

Question # 8 - dedicated equipment - Wisconsin		
Responses	n	%
No response	0	0.0%
Yes	14	73.7%
No	5	26.3%
Total	19	100.0%

TABLE C283

Question # 9 - Public Access? - Wisconsin		
Responses	n	%
No response	0	0%
Yes	7	37%
No	12	63%
Total	19	100%

TABLE C284

No Public Access - Why - Wisconsin Question 9A		
Responses	n	%
No Response	7	35%
No Interest	0	0%
No Equipment	7	35%
Microfiche only	1	5%
Staff use only	4	20%
No Room	1	5%
Total	20	100%

TABLE C285

Question # 10 - Hardware - Wisconsin		
Responses	n	%
No response	1	5%
Yes	3	16%
No	15	79%
Total	19	100%

TABLE C286

Question # 11 - Software - Wisconsin		
Responses	n	%
No response	0	0%
Yes	2	6%
No	15	44%
Not Applicable	17	50%
Total	34	100%

TABLE C287

Question # 12 & 13 - Training - Wisconsin			
Responses	n - State Training	n - Attended	%
No response	1	0	0%
Yes	16	15	79%
No	2	4	21%
Total	19	19	100%

TABLE C288

Questions 14 & 15 - Training - Wisconsin				
Responses	n - Adequate training	%	n - need Training	%
No response	3	16%	0	0%
Yes	14	74%	6	32%
No	2	11%	13	68%
Total	19	101%	19	100%

TABLE C289

Wisconsin Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	5	10	1	1	0	2	19
%	26%	53%	5%	5%	0%	11%	100%
17. Express - Advanced level of searching.	3	4	6	2	0	4	19
%	16%	21%	32%	11%	0%	21%	101%
18. Boolean	1	5	5	3	2	2	18
%	6%	28%	28%	17%	11%	11%	101%
19. Keyword	7	3	4	3	0	2	19
%	37%	16%	21%	16%	0%	11%	101%
20. Wildcard	2	1	9	2	0	4	18
%	11%	6%	50%	11%	0%	22%	100%
21. Searching	2	13	2	0	0	2	19
%	11%	68%	11%	0%	0%	11%	101%
22. Speed	2	6	3	6	0	2	19
%	11%	32%	16%	32%	0%	11%	102%
23. Directions	4	8	2	3	0	2	19
%	21%	42%	11%	16%	0%	11%	101%
24. Manual	2	4	5	3	3	2	19
%	11%	21%	26%	16%	16%	11%	101%
25. Screens	4	7	6	0	0	2	19
%	21%	37%	32%	0%	0%	11%	101%
26. Changing Discs	1	2	10	0	0	6	19
%	5%	11%	53%	0%	0%	32%	101%
Total # per category	33	63	53	23	5	30	19
Average Percentage of each category	16%	30%	26%	11%	2%	15%	100%
Average of each category	3	6	5	2	0	3	

TABLE C290

Wisconsin Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	4	11	2	0	0	2	19
%	21%	58%	11%	0%	0%	11%	101%
28. ILL outgoing	3	8	6	0	0	2	19
%	16%	42%	32%	0%	0%	11%	101%
29. Fill Rate	1	11	4	2	0	1	19
%	5%	58%	21%	11%	0%	5%	100%
30. Blind Searches received	1	3	8	2	3	2	19
%	5%	16%	42%	11%	16%	11%	101%

TABLE C291

Question # 31 - Wisconsin					
NR	0-25%	26-50%	51-75%	76-100%	Total #
5	1	3	2	8	19
26%	5%	16%	11%	42%	100%

TABLE C292

Wisconsin Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	3	17	0	11	8	3	4	1	47
%	6%	36%	0%	23%	17%	6%	9%	2%	99%
33. After	5	14	0	13	11	5	4	1	53
%	9%	26%	0%	25%	21%	9%	8%	2%	100%
Percentage Increase/decrease	2%	-1%	%??	-1%	-1%	2%	1%	100%	89%

TABLE C293

Questions # 34 & 35 - Wisconsin				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
2	0	No Service	0	0
11%	0%	Percentage of respondents giving no ILL service.	0%	0%
		Percent Decrease of no service	-200%	0%
3	3	No Response	3	3
4	4	<10	3	1
3	1	10-20	1	4
3	2	21-44	2	1
0	2	45-75	1	4
1	1	76-100	3	0
0	4	101-350	1	3
0	0	351-500	0	2
3	0	500-1000	1	0
2	2	1001+	4	2
19	19	Total Responses	19	20
		Percentage increase / Decrease of ILL	10%	11%

TABLE C294

Question # 36 - Wisconsin		
Response	n	%
No Response	4	13%
Automation Plans	0	0%
Cataloging	2	6%
Collection Development	1	3%
Ease of use	5	16%
ILL Printed Forms	0	0%
Location tool	6	19%
Reference use	3	9%
Searching	9	28%
Verification	2	6%
	32	100%

TABLE C295

Wisconsin Improvements needed Question # 37		
Responses:	n	%
No Responses	4	19%
Authority control	2	10%
Changing Discs, to many discs	1	5%
Cleanup	3	14%
Errors - duplicate records - multiple titles	7	33%
Periodicals add	1	5%
Updating more often & consistently	3	14%
	21	100%

TABLE C296

Question # 38 - Wisconsin Meet the users needs?		
Responses:	n	%
No Response	3	16%
No	1	5%
Yes	15	79%
	19	100%

TABLE C297

Wisconsin Question # 39 Priority		
Responses:	n	%
No Responses	5	13%
Accuracy in Database	2	5%
Automation Services to all libraries	8	21%
Continuing Education	2	5%
Continue with current projects	2	5%
Full text deliver	1	3%
Funding	1	3%
Improve ILL delivery system	2	5%
Keep Database updated	2	5%
Make system easier to use	0	0%
Retrospective Conversion	1	3%
Statewide Borrowing Agreement	5	13%
Statewide database	0	0%
Statewide electronic mail system	2	5%
Establish statewide circulation system	2	5%
I don't understand what Priority means?	1	3%
Database management - long range planning	2	5%
Totals	38	100%

TABLE C298

Wisconsin Question # 40 Comments		
Responses:	n	%
No Responses	36	82%
Use Statewide database in Reference Services	1	2%
Reimbursement for ILL net lenders	4	9%
Great if Automated	1	2%
Our library does not provide Ill services	1	2%
This is our main source of information about other libraries	1	2%
	44	100%

Responses from West Virginia: Tables C299 to C321.

TABLE C299

Question # 1: Title of Respondent - W.V.		
Title:	n	%
Assistant - Associate Director	0	0%
Assistant ILL	0	0%
Bibliographic Specialist	0	0%
Computer Manager, Coordinator	0	0%
Coordinator Adult Services	0	0%
Director, Head Librarian, Library Manager	2	22%
Extension Librarian	0	0%
Head, Collection Development	0	0%
Head, Reference Services	0	0%
Head, Technical Services, Cataloging	3	33%
ILL Coordinator, Supervisor, Head, etc.	0	0%
Library Clerk	0	0%
Library Tech	0	0%
Media Specialist, LRC Specialist, Information Specialist	0	0%
Name	0	0%
Reference Librarian	1	11%
System Operator	2	22%
No Response	1	11%
	9	99%

TABLE C300

Respondents to Questionnaire by TYPE of Library - W.V.		
Type	Number	Percentage
Public	9	100%
Academic	0	0%
School	0	0%
Special	0	0%
Totals:	9	100%

TABLE C301

Size of Collections - W.V.		
Responses:	n	% of users
Under 25,000	0	0.0%
25,001 - 50,000	2	22.2%
50,001 - 100,000	2	22.2%
100,001 - 250,000	3	33.3%
Over 250,000	1	11.1%
Not Responsive	1	11.1%
Total	9	99.9%

TABLE C302

Uses of the Statewide database - Question #4 - W.V.		
Description	Number	%
Interlibrary loan	9	43%
Public Access	3	14%
Backup	1	5%
Cataloging / Acquisitions	7	33%
Collection Development	1	5%
Reference - Other	0	0%
	21	100%

TABLE C303

Questions #5 & 6 - W.V. - Amount of time spend daily on:				
Minutes	Statewide Database		Interlibrary loan	
	n	%	n	%
0 or no response	0	0%	3	33.3%
Less than 10	1	10%	1	11.1%
10 to 19	1	10%	1	11.1%
20 to 29	0	0%	0	0.0%
30 - 44	0	0%	1	11.1%
45 - 59	1	10%	0	0.0%
60 - 119	2	20%	1	11.1%
120 - 179	2	20%	1	11.1%
180 - 239	0	0%	0	0.0%
240 - 299	0	0%	0	0.0%
300 +	3	30%	1	11.1%
Other	0	0%	0	0.0%
Total	10	100%	9	99.9%

TABLE C304

Question # 7 - Type of staff using database - W.V.		
Staff	n	%
Interlibrary loan	9	37.5%
Reference	5	20.8%
Technical Services	7	29.2%
Director	2	8.3%
Extension Services staff	1	4.2%
Other	0	0.0%
No Response	0	0.0%
Total	24	100.0%

TABLE C305

Question # 8 - dedicated equipment - W.V.		
Responses	n	%
No response	1	11.1%
Yes	5	55.6%
No	3	33.3%
Total	9	100.0%

TABLE C306

Question # 9 - Public Access? - W.V.		
Responses	n	%
No response	0	0%
Yes	2	22%
No	7	78%
Total	9	100%

TABLE C307

No Public Access - Why - W.V. Question 9A		
Responses	n	%
No Response	1	10%
No Interest	0	0%
Dial Access only - equipment	1	10%
Difficulty of use	2	20%
Staff use only	5	50%
No Room	1	10%
Total	10	100%

TABLE C308

Question # 10 - Hardware - W.V.		
Responses	n	%
No response	1	11%
Yes	1	11%
No	7	78%
Total	9	100%

TABLE C309

Question # 11 - Software - W.V.		
Responses	n	%
No response	1	11%
Yes	2	22%
No	6	67%
Not Applicable	0	0%
Total	9	100%

TABLE C310

Question # 12 & 13 - Training - W.V.			
Responses	n - State Training	n - Attended	%
No response	1	1	%11
Yes	1	2	%22
No	7	6	%67
Total	9	9	100%

TABLE C311

Questions 14 & 15 - Training - W.V.				
Responses	n - Adequate training	%	n - need Training	%
No response	6	67%	0	0%
Yes	2	22%	2	22%
No	1	11%	7	78%
Total	9	100%	9	100%

TABLE C312

W.V. Importance / Quality / Usefulness 1 = Excellent, 5 = Poor							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
16. Browse - Author, Title, or Subject Searches.	1	2	2	2	0	2	9
%	11%	22%	22%	22%	0%	22%	99%
17. Express - Advanced level of searching.	2	4	1	0	0	2	9
%	22%	44%	11%	0%	0%	22%	99%
18. Boolean	2	2	2	0	1	2	9
%	22%	22%	22%	0%	11%	22%	99%
19. Keyword	2	2	2	0	1	2	9
%	22%	22%	22%	0%	11%	22%	99%
20. Wildcard	2	1	1	0	1	4	9
%	22%	11%	11%	0%	11%	44%	99%
21. Searching	2	3	4	0	0	0	9
%	22%	33%	44%	0%	0%	0%	99%
22. Speed	2	6	1	0	0	0	9
%	22%	67%	11%	0%	0%	0%	100%
23. Directions	1	4	3	0	1	0	9
%	11%	44%	33%	0%	11%	0%	99%
24. Manual	0	0	5	1	0	3	9
%	0%	0%	56%	11%	0%	33%	100%
25. Screens	3	3	2	0	0	1	9
%	33%	33%	22%	0%	0%	11%	99%
26. Changing Discs	1	0	0	0	0	8	9
%	11%	0%	0%	0%	0%	89%	100%
Total # per category	18	27	23	3	4	24	9
Average Percentage of each category	18%	27%	23%	3%	4%	24%	99%
Average of each category	2	2	2	0	0	2	

TABLE C313

W.V. Questions 27-30, Increases or decreases of service. 1 = increased, 5 decreased.							
Question # & Descriptor	1	2	3	4	5	NR	Totals Across
27. ILL incoming	1	3	3	0	0	2	9
%	11%	33%	33%	0%	0%	22%	99%
28. ILL outgoing	3	1	4	0	0	1	9
%	33%	11%	44%	0%	0%	11%	99%
29. Fill Rate	1	4	2	1	0	1	9
%	11%	44%	22%	11%	0%	11%	99%
30. Blind Searches received	0	2	6	0	0	1	9
%	0%	22%	67%	0%	0%	11%	100%

TABLE C314

Question # 31 - W.V.					
NR	0-25%	26-50%	51-75%	76-100%	Total #
0	0	1	3	5	9
0%	0%	11%	33%	56%	100%

TABLE C315

W.V. Questions # 32 & 33, Methods of ILL									
	OCLC	Mail	ALANET	Netwo rks	Phone	Fax	Other	NR	Total #
32. Prior	1	9	1	1	4	2	0	0	18
%	6%	50%	6%	6%	22%	11%	0%	0%	101%
33. After	0	9	0	3	5	3	0	0	20
%	0%	45%	0%	15%	25%	15%	0%	0%	100%
Percentage Increase/decrease	0%	-1%	0%	-3%	-1%	2%	???	???	90%

TABLE C316

Questions # 34 & 35 - W.V.				
Prior to database		Descriptor	After database	
incoming	outgoing		incoming	outgoing
3	2	No Response	0	0
1	2	<10	3	4
2	2	10-20	1	1
1	1	21-44	1	1
1	1	45-75	3	0
0	0	76-100	0	2
0	0	101-350	0	0
1	0	351-500	0	0
0	0	500-1000	1	0
0	1	1001+	0	1
9	9	Total Responses	9	9
		Percentage increase / Decrease of ILL	10%	10%

TABLE C317

Question # 36 - W.V.		
Response	n	%
No Response	4	40%
Automation Plans	0	0%
Cataloging	1	10%
Item Status	2	20%
Ease of use	0	0%
ILL	0	0%
Location tool	2	20%
Reference use	0	0%
Searching	0	0%
Verification	1	10%
	10	100%

TABLE C318

W.V. Improvements needed Question # 37		
Responses:	n	%
No Responses	1	6%
Authority control - cataloging	1	6%
Electronic delivery - full text	2	13%
Circulation Procedures	1	6%
Cumulative printing of screens or search	0	0%
Ill should be on-line	4	25%
Indexes to manuals, on screen instructions	0	0%
Errors - duplicate records - multiple titles	0	0%
Need more libraries inputting records	1	6%
Periodicals add	0	0%
Update software	3	19%
Searching -	1	6%
Public access software	1	6%
Change to CD-ROM	1	6%
	16	99%

TABLE C319

Question # 38 - W.V. Meet the users needs?		
Responses:	n	%
No Response	3	33%
No	0	%0
Yes	6	%67
	9	100%

TABLE C320

W.V. Question # 39 Priority		
Responses:	n	%
No Responses	2	15%
Accuracy in Database	0	0%
Automation Services to all libraries	2	15%
Continuing Education	1	8%
Continue with current projects	0	0%
Full text deliver	1	8%
Funding	1	8%
Improve ILL delivery system	2	15%
Keep Database updated	0	0%
Make system easier to use	1	8%
Retrospective Conversion	0	0%
Statewide Borrowing Agreement	0	0%
Statewide database - funding	0	0%
Statewide electronic mail system	1	8%
Establish statewide circulation system	1	8%
I don't understand what Priority means?	0	0%
Coordination lead by the state, don't install & abandon	1	8%
Totals	13	101%

TABLE C321

W.V. Question # 40 Comments		
Responses:	n	%
No Responses	2	25%
Include all libraries in state	1	13%
Greatly increased ILL from small lib. with no funding	1	13%
Need more statewide cooperation	2	25%
Reduce cost	1	13%
Decrease paperwork	1	13%
	8	102%

APPENDIX D
RESPONSES FROM STATE LIBRARIES

APPENDIX D

RESPONSES FROM STATE LIBRARIES

State	Vendor	# of lib. in Data base	Types of Lib.	# of Titles	# of Holdings	Type of Data base	If CD-ROM # of Discs	Cost of Database	Funding Source	Date Database list produced	Primary Goal	Secondary Goal	Name of Contact Person
Alabama	Brodart	40	Public	2,770,704	5.7 meg	CD	3		Federal	1991	ILL		Don Mart
Alaska	W.N	20	All	1 million	2.2 meg	CD & MF		\$45,000	Federal	1985	ILL	Cataloging	Lynne Williams
Colorado	Colorado SuperNet - on the Internet	165	All	In Process	In Process	On-Line		\$75,000	Combination	1992	ILL	Automation Development	Susan Fayed
Connecticut	Auto-Graphics	207	All	2,040,090	9,613,923	CD	3	\$700,000+	State & Local	1989	Public Access	ILL	William Sullivan
Delaware	Brodart	50	All	386,153		CD			Federal	1990	ILL		Tom Sloan
Georgia	OCLC -(Serials Only)	182	All	7.8 meg	14 meg	MF, On-Line		\$80,000+	Federal (local cost unknown)	1988	ILL	Automation	Joellen Ostendorf
Illinois	Univ. of Ill.	375	All	7.7 meg	21.4 meg	On-Line		\$4.4 Million	Combination	1984	ILL	Automation	Bernard Sloan
Iowa	Library corporation	540	All	1.5 meg	5 meg	CD	2		Federal	1986	ILL		Merdy Sellers
Indiana	OCLC	90	All	N/A	11 meg	On-Line		n/a	Combination	1978	ILL		Barbara Maskuson
Kansas	Brodart	300	All	2 meg	7 meg	CD, MF	2		Federal	1988	ILL		Ronda Mosler
Louisiana	LSSI	60	PL, AL, State	1.4 meg	4,685 meg	CD	2		Federal, State, Local	1989	ILL	Cataloging	Robby Ferguson
Maine	Library Corporation	200	All	1.2 meg	3 meg	CD	2	\$100,000	State	1988	ILL	Automation	Karl Betser

State	Vendor	# of lib. in Data base	Types of Lib.	# of Titles	# of Holdings	Type of Data base	If CD-ROM # of Discs	Cost of Database	Funding Source	Date Database 1st produced	Primary Goal	Secondary Goal	Name of Contact Person
Maryland	Auto-graphics	135	All	2.6 meg	6.5 meg	CD, MF, On-Line	2	\$325,000+	Federal, Local	1975 MF, 1989 CD	ILL		Pat Wallace
Mississippi	LSSI	55	PL, AL, SP.	597,714	2,040,057	CD, MF	1	\$50,000	Federal, State, & Local	1979 MF, 1987	ILL	Cataloging	Sherman Smith
Missouri	Brodart	216	All	3.5 meg	9 meg	CD	5+	\$178,000	Federal, Local	1988	ILL	Automation Cataloging	Stan Gardner
Nebraska	OCLC	135	All	??	4 meg	On-Line		Local cost	Local	1976	Resource Sharing	Cataloging	Jacqueline Mandell
Nevada	General Research Corp.	70	All	???	1.2 meg	CD	1		??	1988			
North Dakota	UNISYS / PALS	22	PL, AL, SP	793,741	1,166,086	On-Line		\$233,217+	State & Local	1989	ILL	Access	Frank Slater
Ohio	Library Corporation	24	Public	343,055	654,734	CD	1	\$29,000+	Federal, Local	1991	ILL	Access	Ted Nesbit
Oklahoma	Brodart	435	All	2,085,750	4 meg	CD	4+	N/A	State	1992	Automation	ILL	Beverly Jones
Oregon	Blackwell / MA (Serials Only)	165	Public, Academic, Special	100,000	250,000	On-Line, MF		\$12,000+ local cost	State & Local	1976	ILL - includes only serials		Deanna Iltis
Pennsylvania	Brodart	1050	All	2.6 meg	12.8 meg	CD	4	N/A	Combination	1986	ILL	Automation	Margaret Goodlin
Rhode Island	Auto-graphics	45	All	367,562	1.3 meg	CD, On-Line	1	\$100,000+	Combination	1991	Public Access	ILL	Dorothy Frechette
South Dakota	UNISYS / PALS	184	All	1,124,255	2,030,385	On-Line		\$446,846	Combination	1987	Automation development	ILL	Jane Kolbe

State	Vendor	# of lib. in Date base	Types of Lib.	# of Titles	# of Holdings	Type of Data base	If CD-ROM # of Discs	Cost of Database	Funding Source	Date Database 1st produced	Primary Goal	Secondary Goal	Name of Contact Person
Tennessee	Auto- Graphics	31 + 82 Serials	Public + Serials = All	800,000	777	CD	2	\$180,000+	Federal	1990	ILL	Local Automation	Jane B. Blakey
Virginia	VLS	88	All	???	4 meg	On- line			Federal	1988	ILL	Automation	Abby Wilson
West Virginia	VLS	111	All	1,293,000	3,000,000	On- Line		\$300,000+	Combination	1983	Statewide Automation	Shared Resources	Judith Prosser
Wisconsin	Brodart	1020	All	4,153,805	21,000,000	CD	5	\$ 377,019	Federal	1988	ILL	Automation	Sally Drew

APPENDIX E
VENDOR'S RESPONSE TO MISSOURI'S RFP.
AUTO-GRAPHICS, BRODART COMPANY, AND LIBRARY CORPORATION

Request for Proposal - State of Missouri CD-ROM Statewide Database

Referrals to attachments or Appendix are directions in the original documents. Those attachments are not included in this document. This document is a direct copy of the response to a RFP from the Missouri State Library by Brodart Company.

Proposal from Brodart Company

PART ONE INTRODUCTION AND
GENERAL INFORMATION

Introduction

1.1

Noted. Brodart Automation has thoroughly reviewed the terms and conditions set forth in the RFP.

Organization

2.1

Noted. Brodart has reviewed the Proposal submission requirements detailed in "PART FOUR - PROPOSAL SUBMISSION INFORMATION" on page 22. Our proposal complies with the organizational requirements recommended. Supplemental information has been provided in "ATTACHMENTS" on page 40.

Background information.

Subparagraphs 3.1 through 3.5 in this section have been reviewed and are noted.

PART TWO - SCOPE OF WORK

1. GENERAL REQUIREMENTS

Brodart Automation is proposing our database creation and maintenance service and our Le Pac(R) public access catalog as the continuing solution to the state's ongoing CD-ROM public access catalog needs. As the current vendor of this product, the state will continue to benefit from Brodart's familiarity with your needs and requirements.

Brodart is proposing to produce your catalog exactly according to the specifications in the RFP. We feel that one of the most important advantages we can offer the state is our data compression technology. With a catalog the size of the state of Missouri's, data compression is of key importance. As a leader in the creation of CD-ROM databases, we have developed techniques which maximize the storage capacity of the compact disc. By fully exploiting the CDs capacity, we are able to keep the number of discs required for the catalog to a minimum reducing both production and hardware costs to the state.

The management of an extremely large database with multiple update input sources requires a vendor with extensive experience in the management of large databases. Brodart is, perhaps, the most experienced vendor in the area of database management. Currently, we have over 1,200 separate programs designed to efficiently manipulate bibliographic data for the creation of precise library automation products. Over the many years we have been providing this service to libraries we have been able to successfully manipulate bibliographic data from a wide variety of sources. With this experience behind us, we do not anticipate any problems maintaining a high quality database for the state of Missouri.

We are proposing to provide the state with the following products and services:

Creation of statewide database: Brodart proposes to continue to provide the state with the overall creation of the database. We will continue to apply our sophisticated file and data manipulation programs to the state's variety of input sources to create a fully merged and deduplicated file, which will result in the production of a "clean" CD-ROM product for the state. Additionally, the application of our automated authority control processing will insure the continued accuracy and currency of the name and subject headings in the database.

CD-ROM Creation: Brodart will continue to prepare the file for mastering onto the CD-ROM disc. Brodart will then create and deliver the discs in the appropriate number of copies at the production intervals requested by the state in the RFP.

CD-ROM Search Software: Brodart will continue to provide our Le Pac search software to be used by the state's libraries in conjunction with the CD-ROM catalog. We have reviewed the specifications discussed in the RFP and essentially they mirror the product you are receiving today. The current users of the catalog are familiar with Le Pac's ease of operation and powerful searching features. The product we are providing to you today is a direct result of input received not only from the state of Missouri's library staff, but from thousands of Le Pac users throughout the country.

In summary, by selecting Brodart Automation as the continuing source for the production of the state's CD-ROM union file, you continue to assure the library patrons throughout the state with the finest quality public access catalog available at the best possible price. We look forward to continuing our relationship with the state's libraries as we continue to serve your automation needs.

3.1

Brodart will provide the first edition of the catalog within the time frames discussed in the RFP. Subsequent editions of the catalog will be delivered by October 1 with a supplemental catalog produced and delivered by April 1 of each year. Provided we receive the appropriate product profiles and input data within the established time frames, we do not anticipate any difficulties with "on time" product delivery.

3.1.1

Brodart will provide the demonstration catalog on CD-ROM as requested by the state.

3.2

Brodart will continue to produce the statewide database from the bibliographic input sources discussed in the RFP.

3.2.1

Brodart is the current producer of the MARC tapes and will use them for production of the state's database and subsequent CD-ROM catalog.

3.2.2

Brodart has processed the input sources discussed in the section for production of the state's catalog.

3.2.3

Brodart has reviewed the additional possible input sources listed in Exhibit A, Pricing Page, Section 3.1 through 3.11. We are able to process any tape input source in true LC MARC II Communications format.

Although we are able to process this data for inclusion in the database, we strongly recommend that the state review the quality of all input sources prior to inclusion in the catalog. A union database seeks to combine all duplicate records into one "master" record with each contributing library's holdings information appended to the record. During the "deduplication" of the file, many times records of questionable quality, regardless of source, do not "deduplicate," even though they are, in fact additional copies of the same record. These "dirty" records clutter the union file, increase catalog production costs and generally do not conform to established MARC standards. Our experience has shown that occasionally some records are not of a quality suitable for inclusion in a quality state catalog. We are willing to work with the state to determine the suitability of including records from various input sources on a case-by-case-basis.

Brodart can accept and Process any diskette input that is in microLif or US MARC microLif Protocol for inclusion in the catalog.

3.3

Brodart will perform the deduplication processing according to the hierarchy delineated in sections 3.3.1, OCLC, 3.3.2 UTLAS, 3.3.3 Bibliofile and Section 3.3.4,.

3.4

Brodart will create the database according to the hierarchy specified by the state.

3.5

Brodart is currently maintaining the Missouri Union List of Serials (MULSP) as a separate file.

3.5.1

Noted. Brodart is thoroughly familiar with the tag/subfield structure of the MULSP database and has successfully manipulated it for inclusion in the state's current Le Pac CD-ROM catalog.

3.5.2

Noted. Brodart is familiar with the file structure.

3.6

Brodart will assign a unique control number to all records in the database. For OCLC records the OCLC number will be retained.

3.7

All tags on the master file will be retained.

4. AUTHORITY CONTROL

4.1

Before CO mastering Brodart will apply automated LC Authority Control processing to the database as indicated in the RFP. A discussion of Brodart's automated authority control processing procedure is provided at Attachment A.

4.2

The new records added to the file will be authorized with the entire file prior to the production of the cumulative catalog.

4.3

Part of our standard authority control processing is the generation of appropriate cross references for display in the catalog. Le Pac will automatically display the appropriate "SEE" and SEE ALSO" references. Users may then select and be taken directly to those particular catalog entries.

4.4

The catalog will be updated with new or changed LC subject headings and cross references.

5. CD-ROM DISC CREATION

5.1 Brodart will perform the necessary mastering and premastering of the database and then transfer the data to CD-ROM disc.

5.1.1

Brodart will produce the copies (400) as requested in the RFP. Additional copies can also be produced and delivered as may be desired by the state.

5.2

The recommended drive for use with the Le Pac catalog is the Hitachi CD-ROM drive. Drives from Philips and Sony are also known to be compatible. MS-DOS extensions will be required for use with non-Hitachi drives.

5.3

Le Pac conforms to High Sierra Group (ISSO 9660) standards for format volume and file structure.

5.4.

Brodart's sophisticated data compression technology allows us to most fully use the tremendous storage capacity of the CD-ROM disc. We had successfully processed one million (1,000,000) titles on just one compact disc. When dealing with a bibliographic database the size of the state of Missouri's, the vendor's ability to fully utilize the storage capacity of the CD-ROM disc is of key importance to the cost of the project. Additional discs escalate costs in both the areas of disc replication and the requirement for additional CD-ROM drives. Brodart's ability to contain more title per disc than any other CD-ROM vendor gives the state a considerable cost savings.

Brodart can process the catalog among the discs in any of several different "split" methodologies. Brodart is confident that the state's catalog will "fit" on only five CDs, including the state's supplement file and the index file disc currently required to tell users the correct disc to use for each search entered.

Essentially, the file can be mastered in one of two ways.

Option 1 Brodart can master the file as one file spanning multiple CDs. The search software would be set to search the entire file simultaneously as one (1) file. Through this method, the user is not required to switch or swap discs and the requirement for index CD is eliminated. The clear disadvantage is the requirement for all workstations to be equipped with multiple chained CD-ROM drives. This alternative would increase hardware required for the system.

Option 2. Brodart can continue to master the file under the state's current disc swap methodology as specified in the RFP. Although this methodology requires that users swap disks, the need for additional CD-ROM drives is eliminated. With this option the catalog would be spanned across the discs as follows:

- Monographs - 2 discs
- Serials File - 1 disc
- Supplement File - 1 disc
- Short Author/Title Index - 1 disc

There are other possibilities for the efficient "split" of the data available to the state. Brodart will be happy to

discuss any other Possibilities with the state should you desire.

This is the current arrangement of the Missouri catalog.

5.5

The ability to concurrently chain CD-ROM drives together is a function of hardware. Currently, the Hitachi 3600 series of drives can be chained up to eight (8) concurrent drives.

5.6

The state is the sole owner of its data and the CD-ROM discs purchased; therefore, the state retains ownership of older versions of the catalog.

5.7

The Le Pac catalog produced will be in compliance with ISSO Standard 9660 for format volume and file structure. Should this specification change at any time during the contract period, Brodart will notify the state prior to product delivery.

5.8

Brodart's current production of the catalog has the index file (short author and title) contained on one CD-ROM disc as specified in the RFP. Brodart will continue to produce this index on one disc, if required by the state.

6. Search Software Requirements

6.1 Search Software Capabilities

6.1.1

Le Pac is menu driven and each menu provides the user with the full range of options available at that point in operation.

6.1.2

When a Le Pac catalog is mastered to operate in a multiple disc swapping configuration, each search is saved in memory while the user inserts the proper disc. The search is then automatically executed on the "correct" disc without the need to re-enter the search criteria.

6.1.3

The system functions with all versions of MS-DOS extension.

6.2

6.2.1

Le Pac functions in two modes, Browse Access and Express Access. More experienced searchers often prefer Express Access with its ability to combine search criteria across multiple author, title and subject fields. More casual searchers often prefer Browse Access for its ability to take the user directly to the alphabetical point in the catalog most closely matching the search criteria entered.

6.2.2

Le Pac allows users to select a display format (public access, ILL, full MARC or reference desk).

The ability to create, display and print bibliographies is in development and is scheduled for release with the next edition of the software (Fall 91).

6.3

Brodart will provide a state-wide, unlimited number of workstation licenses to the state for the cost of seven thousand dollars (\$7,000.00) per year. This includes the Le Pac Public Access License and the Le Pac Professional licenses. Complete information detailing the Le Pac Professional options has been provided at Attachment B. The Le Pac Professional options included for this price are:

- ° Interlibrary Loan (print or download to disk version)
- ° Bibliographic Maintenance
- ° Holdings Update

° Save

Please see "EXHIBIT A - PRICING PAGE" on page 36 for complete pricing information.

6.4

Brodart will provide the software on 5 1/4" floppy diskettes.

7. SPECIFIC SEARCH SOFTWARE REQUIREMENTS:

7.1

With Le Pac, any indexed field can be searched. Searching is keyworded through use of the "ANYWORD" field and searches (excluding number searches) are left-to-right, direct order searches. The index field requested in Section 7.1, items a. through d. can all be selected as index points, Brodart has provided one mastering cost for any fields the state may wish to choose as index points. There is no charge for additional index points. Please see "EXHIBIT A - PRICING PAGE" on page 36 for complete pricing information.

7.2

7.2.1

Searches can be limited by publication date, material format and language.

7.2.2

Searches can be terminated at any time and the user can be returned to the main menu.

7.2.3

Currently, Le Pac can print screens. Enhanced record printing capabilities, including the capability to print bibliographies, are in development and will be available with the upcoming release of the software in the Fall of 1991.

7.2.4

After a search has been entered a brief title screen display search results. The user then selects from this list.

7.3

7.3.1

With Le Pac context sensitive "HELP" is available to users at any point in operation through use of the "F/1" key. A full help menu is available to the user through a single keystroke.

7.3.2

Le Pac provides error messages to users instructing them as to actions that may be taken at any given point in operation.

7.3.3

Le Pac is not case sensitive.

7.3.4

When multiple search terms are entered in any one search field, Le Pac ignores extra blank spaces between the terms.

7.3.5

Le Pac provides a "brief record" screen which lists the search results. The user, through use of the light bar, may select a particular title and Le Pac will then display the record. Four formats for display are available, with a short public access display containing holdings data as the default display. The user may also select to have the record display in full MARC format, interlibrary loan format or reference desk format,

7.3.6

The product currently produced by Brodart for the state, displays sorted holdings data as a four character display. In the future, if the state desires, Brodart will expand

holdings data to display a five character code. This will require special programming.

7.3.7

When a search results in a listing exceeding one screen, the user may scroll through the records.

7.3.8

When multiple terms are used in a search, the Boolean "and" is the implied operator. Le Pac also supports the Boolean operators of "or" and "not".

7.3.9

The system will search on whatever is contained in the record. For example, if "1984" is entered in the title field, the Orwell classic will be retrieved.

7.3.10

Local call numbers are displayed with the holdings symbol.

7.4

Le Pac Multi-Level Location Searching allows the user to search either just the holdings symbol of its current location or the entire catalog can be searched. Additionally, when no match is retrieved from a search the system prompts the user to expand the search. This is accomplished through a pop-up window and the user may then depress the "ALT E" key combination to automatically expand the search. Search criteria need not be re-entered.

7.4

Le Pac runs "on top" of these applications and will not interfere with operation. The CD-ROM drive address is modifiable through MS-DOS.

7.6

Currently, supplements can be created and down-loaded to a hard disk drive. A recent Le Pac enhancement allows supplemental bibliographic data to be created on a local

hard disk drive, In both cases, the search software access both the CD and the hard disk drive seamlessly and simultaneously. The same key functions are used.

7.7

7.7.1

Users can select from the multiple title screen through use of the light bar and "ENTER" key a title and then display additional information on that title, including complete holdings data and call number.

7.7.2

User can "step back" through previous searches through use of the "F/8" recall keys.

7.7.3

Express Access allows users to create combination searches with entries in the "Author", "Title", "Subject", "Anyword" and "Location" fields in combination.

7.7.4

Le Pac allows for specific phrase searching. User can accomplish this by enclosing the search terms in quotation ("") marks.

7.7.5

In Browse, truncation is implicit after the entry of as few as one character. In Express Access users can enter a "wildcard" character indicated by the asterisks (*). Such as:

comput*

and retrieve all the entries containing, computer, computing, etc.

7.8

7.8.1

Le Pac displays the percentage of the catalog searched. There are no plans to display the number of records retrieved.

7.8.2

In Browse Access, the user is taken directly to the point in the catalog most closely matching the search criteria entered regardless of whether it is an exact match or not.

7.8.3

Le Pac offers a Browse Access capability.

7.8.5

User can step back through previous searches and modify them.

7.8.6

Simple queries take approximately 1-2 seconds. A sample Le Pac Response Time Test is provided at Attachment C. To a great extent, response time is a function of the hardware used.

7.9

The state may add additional indexes by notifying Brodart thirty (30) days prior to data input cut-off date.

7.10

These fields will be added upon request at no additional cost.

INTERFACE TO OTHER FUNCTIONS

8.1.
8.1.1

Selected records can be copied to a hard or floppy disk in MARC format.

8.1.2

Search results can be saved into an ASCII file.

8.1.3

Exit to DOS can be accomplished through use of the ALT/X key combination.

8.2

Catalog cards can be printed locally using the Le Pac Professional options.

9. TRAINING AND DOCUMENTATION

9.1

A comprehensive reference manual will be provided with each set of Le Pac discs and software.

9.2

Brodart will provide the training sessions as requested in the RFP. We will provide the training as requested in the RFP at no additional charge. Training above that specified in the RFP will be charged at the rate of four hundred dollars (\$400.00) per day plus expenses. Please see "EXHIBIT A - PRICING PAGE" on page 36 for pricing information.

9.3

Product enhancements will be provided at no extra charge as they become available.

10. DISTRIBUTION

10.1

As with all Brodart customers, the state is the sole owner of its database. Brodart will create the spin off products for individual libraries upon request. Please see "EXHIBIT A - PRICING PAGE" on page 36 for pricing information.

10.2

Brodart will deliver the tapes as requested in the RFP. Pricing information for this service has been provided in "EXHIBIT A -PRICING PAGE" on page 36.

11. STATEWIDE DATABASE MAINTENANCE

11.1

Le Pac Professional options will provide the state with an efficient cost effective method of performing maintenance on the database. Brodart will process the updates for inclusion in the next edition of the catalog. Optionally, the state can continue to perform database maintenance as they have in the past. Brodart will process the transactions for inclusion in the next product.

11.2

Brodart will provide 9-Track tape copies of individual libraries' databases upon request. Please see "EXHIBIT A - PRICING PAGE" on page 36 for pricing information.

11.3

Missouri libraries can process additions, changes, and deletions to the catalog on floppy diskette. The diskettes can be forwarded to Brodart for inclusion in the next edition of the catalog.

Brodart has also provided information detailing our InterActive Access System (IAS) our online bibliographic utility. IAS will provide the state with a real-time method of performing database maintenance in an on-line

environment. The state of Kansas, also a Brodart customer, is currently using IAS to perform extensive database clean-up work. We will provide pricing for this option upon request. A full description of IAS has been provided at Attachment D. Included with this description is a copy of the Spring 1991 issue of InterAction. This issue features an article by Bruce Flanders, Director of Technology, Kansas State Library, detailing the Kansas state library's use of the IAS system for its database maintenance and clean up needs.

12. ADDITIONAL REQUIREMENTS

12.1

Brodart's CD-ROM, Le Pac customer list is most extensive. We have provided a list of customers closely representing the state of Missouri's catalog in size and composition at Attachment E.

12.2

Brodart will correct any and all software errors or "bugs" should they occur.

12.3

Brodart has been a leader in the library community for over fifty (50) years. A brief history of our overall library experience and our extensive experience in the library automation market has been provided at Attachment F. Brodart's experience in the creation of CD-ROM public access catalogs is unmatched. In 1985, Brodart was the first company to provide this technology to libraries.

12.4

Brodart has provided pricing for this service in "EXHIBIT A - PRICING PAGE on page 36. The pricing provided assumes our standard specifications and standard collections.

12.5

Upon termination of the contract, Brodart will provide the state with a copy of the database at no cost.

13. LIQUIDATED DAMAGES

13.1

Noted

13.2

Noted.

PART THREE - GENERAL CONTRACTUAL REQUIREMENTS

Except as otherwise noted in "PART TWO - SCOPE OF WORK" on page 2, Brodart will comply with the contractual stipulation of this section. Pricing has been provided in "EXHIBIT A - PRICING PAGE" on page 3.

PART FOUR - PROPOSAL SUBMISSION INFORMATION

1. Submission of Proposals

1.1

Noted. Brodart has completed the required forms and they have been signed as indicated.

1.1.1

The original Form P-92 has been signed and is included in a sealed envelope in the front of this proposal.

1.1.2

Noted.

1.1.3

Noted.

1.2

Noted.

1.3

Noted. Brodart has organized this proposal to mirror the format in which it was originally forwarded to us. We have used the state's numbering and naming conventions. Cross references have been provided. Additional information has been provided by way of attachments and has been so identified.

1.3.1

Noted. Each section has followed the state's recommended format. With the exception of supplemental material identified as attachments, the information has been grouped according to the state's organizational conventions.

1.3.2

Noted. The originally signed Form P-92 is provided in a sealed envelope at the front of this proposal.

1.4

The request bid bond has been provided in a sealed envelope at the front of this proposal. Only an original has been provided.

2. CLARIFICATION OF REQUIREMENTS

2.1

Noted.

2.2

Noted.

2.3

Noted.

2.4

Noted.

2.5

Noted.

2.6

Noted

3. EVALUATION PROCESS

3.1

Noted.

3.2

Noted. Brodart will attend a question and answer period if required by the state.

3.3

Noted.

3.4

Noted.

3.5.

Noted.

4. CONTRACT AWARD

4.1

Noted.

4.2

Noted.

5. Pricing

5.1

Unit prices ONLY have been provided in "EXHIBIT A - PRICING PAGE" on page 36. Pricing extensions, if required, will be provided upon request, provided quantities required are specified.

5.2

Noted.

5.3

Noted.

5.4

Noted.

5.4.1

Noted. As previously stated, Brodart has provided unit pricing only. Extensions, if required, will be provided upon request and receipt of quantity required information.

5.4.2

Noted.

5.4.3

Noted.

5.4.4

Noted. The special programming fee quoted in "EXHIBIT A - PRICING PAGE" on page 36 is for additional special programming.

5.4.5

Noted.

6. OFFEROR'S EXPERIENCE AND RELIABILITY

6.1

Brodart has provided name, address and contact person information along with a detailed project summary for some of our larger customers whose requirements closely match those of the state of Missouri. These references and project summaries can be found at Attachment E.

6.2

The information requested in this section can be found at Attachment E, Project Summaries. Responses to items, 6.2.1, 6.2.2 and 6.2.3 have also been included in this attachment.

6.3

Brodart's Financial data is provided at Attachment G.

6.4

A sample Le Pac response time test was conducted and the results can be found at Attachment C. Response time is, to a great extent, a function of the hardware used.

6.6

A sample of the Missouri database, currently produced by Brodart has been provided at Attachment H. Please note: only one copy of this sample has been provided with the original response. Additional samples, if required, will be provided upon request.

7. EXPERTISE OF OFFEROR'S PERSONNEL

7.1

Please see Attachment I for resumes of the personnel that will be assigned to manage all aspects of the production of the state's CD-ROM database.

7.2

For matters of a contractual nature, the state may contact:

Mr. Ron Van Fleet
Brodart Automation
500 Arch Street
Williamsport, PA 17705
1 800-233-8467, ext 640

For matters of a technical or service related nature, the state may contact

Ms Linda Craner
Brodart Automation
500 Arch Street
Williamsport, PA 17705
1-800-233-8467, ext 640

Mr. VanFleet's and Ms Craner's resumes have been provided at Attachment I.

7.3

Brodart has also provided information regarding other personnel that will be assigned to the project in Exhibit C.

7.4

Brodart does not required additional staff members to accomplish this project according to specifications. Should additional staff be required, Brodart will provide information detailing their backgrounds and experience upon request.

7.5

Nubro Inc. is a General Partner of Brodart Co. Nubro Inc.'s Corporate Income Tax ID number is 12950250. Brodart Co (partner) Sales Tax ID number is 11964928. Under its current organization Brodart is authorized to conduct business in the state of Missouri.

8. PROPOSED METHOD OF PERFORMANCE

8.1

Brodart's proposed method of performance has been detailed in "PART TWO - SCOPE OF WORK" on page 2. As requested, that information has not been repeated in this section.

8.2

A narrative description of the method in which Brodart proposes to satisfy the requirements in the RFP has been provided in "1. GENERAL REQUIREMENTS" on page 2. As requested, that information has not been repeated in this section.

8.2.1 HARDWARE COMPATIBILITY

a. Le Pac is essentially compatible with any IBM PC or true compatible with 640K RAM, a single accessible drive and a CD-ROM drive. As the current provider of the state's catalog, we are aware of the kinds and types of hardware currently in use in the state's libraries. This hardware is known to be compatible. The catalog we are proposing in this RFP will be compatible with these existing workstations.

b. For continued basic Le Pac operation, no additional hardware will be required, (except for the addition of net Le Pac sites in the state). For the Le Pac Professional options we are proposing a hard disk drive will be required. Hard disk drives are available from Brodart Automation at the following prices:

LE PAC HARDWARE (Memorex Telex Model 7045)

Configuration

Processor	80286
Accessible drip	3.5" 1.44 MB (5 1/4" at same)
Video adaptor	VGA
Parallel ports	1
Serial ports	2
8 bit slots	1
16 bit slots	5
Keyboard w/custom keycaps	1
MS-DOS	1
MS-DOS extensions	1
MTC MODEL 7045:	\$1,515.00/unit4

MAINTENANCE

On-site:	\$275.00/year
Depot:	\$250.00/year

ADD ON PRICING

MONITORS

VGA Color:	\$405.00
VGA Black & White:	\$155.00

FLOPPY DRIVES

360 KB 5 1/4:	\$125.00
I.2 MB 5 1/4:	\$150.00

CD ROM DRIVES

Internal:	\$530.00
External.	\$590.00

HARD DRIVES

20 MB Hard Drive:	\$465.00
40 MB Hard Drive:	\$465.00

PRINTER

Dot Matrix (model 1173):	\$483.00
--------------------------	----------

Compatible hardware can also be purchased from a local hardware dealer, if desired.

3. Hitachi is the recommended drive; however, drives from Philips and Sony are known to be compatible. MS-Dos extensions will be required for non-Hitachi drives.

4. Basic unit does NOT include drive and monitor.

5. On-site maintenance is only available to libraries within a 74 mile radius of a Memorex Telex Service Center.

6. Hard disk drive will be required for the Le Pac Professional options.

5.4

Sophisticated data compression technology allows us to most fully use the tremendous storage Capacity of the CD-ROM disc. We have successfully processed one million (1,000,000) titles on just one compact disc. When dealing with a bibliographic database the size of the state of Missouri's, the vendor's ability to fully utilize the storage capacity of the CD-ROM disc is of key importance to the cost of the project. Additional discs escalate costs in both the areas of disc replication and the requirement for additional CD-ROM drives. Brodart's ability to contain more titles per disc than any other CD-ROM vendor gives the state a considerable cost savings.

Brodart can process the catalog among the discs in any of several different "split" methodologies. Brodart is confident that the state's catalog will "fit" on only five CDs, including the state's supplement file and the index file disc currently required to tell users the correct disc to use for each search entered.

Essentially, the file can be mastered in one of two ways.

Option 1 Brodart can master the file as one file spanning multiple Cbs. The search software would be set to search the entire file simultaneously as one (1) file. Through this method, the user is not required to switch or swap discs and the requirement for index CO is eliminated. The clear disadvantage is the requirement for all workstations to be equipped with multiple chained CD-ROM drives. This alternative would increase hardware required for the system.

Option 2. Brodart can continue to master the file under the state's current disc swap methodology as specified in the RFP. Although this methodology requires that users swap disks, the need for additional CD-ROM drives is eliminated. With this option the catalog would be spanned across the discs as follows:

- Records 1-4 discs
- Serials (MVLSP) File - 1 disc
- Short Author, Title Index - 1 disc

There are other possibilities for the efficient "split" of the data available to the state. Brodart will be happy to discuss any other possibilities with the state should you desire.

This is the current arrangement of the Missouri catalog.

8.2.2

In our many years of processing bibliographic input, we have always been able to process MARC formatted data. Brodart will be happy to analyze any input source tapes the state may be considering for inclusion in the catalog to help insure a continued quality display of the data in the catalog. We have provided information detailing our bibliographic data processing procedures in general and a section describing our current handling of the Missouri file. This information can be found in Attachment 3. Generally speaking, Brodart will require ninety (90) days lead time to perform proper analysis of all new input sources from the state.

8.2.3 AUTHORITY CONTROL

Brodart has provided information detailing our authority control processing procedures at Attachment A.

8.2.4 CD-ROM DISC CREATION

a. The Le Pac disc conforms to High Sierra Group (ISSO 9660) standards for volume and file structure.

b. Brodart is confident the entire catalog will fit on only six CDs. This will include the master index disc required by the RFP, four discs for records, and the disc required for the serials (MULSP) file.

c. Brodart data compression techniques allow us to fully use the tremendous storage capacity of the CD-ROM disc. We have included over one million records on a single CD-ROM disc. To our knowledge, this amount is approximately 200,000 to 400,000 more records than can be processed by other vendors. It must be understood, however, that the number of records that can be contained on a single disc is, to a great extent, dependent upon the size, composition and holdings data of the records. Our record count for number of records on a disc is based on complete, full MARC records with holdings data included. In many cases the number of records that can be placed on a single CD-ROM disc is based on the composition of the file and the records themselves. To our knowledge, we can contain more records on a single disc than any other vendor.

8.2.5 Search Software

a. A copy of our standard Master Service Agreement (MSA) has been provided at Attachment K.

b. Information detailing our planned enhancements to our product line has been provided at Attachment L.

c. With Le Pac's Express Access "ANYWORD" feature, any information in the record that has been identified as an index point can be used as a search qualifier. Pricing information has been provided in "EXHIBIT A - PRICING PAGE" on page 36. This pricing includes all fields currently indexed, plus those mentioned in the RFP.

d. Sample error messages have been provided in Attachment M.

e. Detailed information regarding Le Pac's Multi-Level Location Searching feature has been provided in Attachment N.

f. A list of Le Pac stoplisted words has been provided at Attachment O.

g. The Le Pac stoplisted words, (Attachment O) are not searched if entered alone as search criteria. However, if entered as part of a specific phrase search, such as

"Of mice and men"

they will be searched as part of the entire search criteria.

8.2.6 INTERFACE TO OTHER FUNCTIONS

a. Le Pac can access a printer to print screens and other information.

b. Currently Records can be imported to a hard or floppy disk as an ASCII file and then can be edited with a text editor. The upcoming new release of the Le Pac software (Fall 1991) will include the ability to print bibliographies.

c. Brodart is also proposing the Precision OneTfill product line as a future option for the state to consider. These very economical CD-ROM products give libraries unparalleled power and performance for performing both retrospective conversions and keeping the catalog current. We are offering these products to the state at the following prices:

Precision One R\$100.00/copy
Includes search software and CD-ROM disc which contains 1 million of the titles most frequently held by school and public libraries.

Precision One Current\$ 450.00/copy
Includes search software and one CU per month for twelve months containing the previous two years worth of LC cataloging, Brodart's original cataloging and a comprehensive video collection.

If both purchased together\$ 650.00

Le Pac is fully compatible with both these products. Detailed information about the Precision One family of products has been provided at Attachment P.

8.2.7

- a. A copy of the Le Pac and Le Pac Professional reference manuals has been provided at Attachment Q.
- b. The Le Pac software is written in the "C" programming language.

8.3

8.3.1 SEARCH SOFTWARE

a. Le Pac is equipped with a local information editor which allows individual libraries to design local information screens. Many Le Pac customers use this feature to display special instructions, local notes and information and items of special interest. Additionally, local sites are able to:

- Set Multi-Level Location Searching defaults
- Adjust screen reset time
- Choose format (public access, reference desk, ILL, or full MARC) display format.

b. The brief record screen displays (multiple title screen)
displays
author, title, subject, and publication data.

- c. In Express Access, any combination of author, title, subject, "anyword" and location is available.
- d. When multiple "hits" are indicated, Le Pac displays the percentage of the database searched.
- e. Le Pac's Browse Access, allows users to enter traditional search criteria, (either author, title or subject) and the user is then taken directly to the alphabetical point in the catalog most nearly matching the criteria entered. The user may then browse the short title list and make selection by moving the light bar (up and down arrow key) to the desired item. By depressing the "enter" key the user is then taken to the desired record.
- f. With Le Pac previous searches can be recalled and modified without the need to reenter the entire search.
- g. With Le Pac any field may be indexed and searched. The state may make these determinations by completing the required items in the Le Pac Product Profile Form. A sample of this form has been provided at Attachment R.
- h. The 260 \$b, Publisher, 505 \$a Contents note, and 074 \$a GPO item number fields can all be selected as index points and searched. Current users who have selected these fields as index points do not report any significant impact on disc storage capacity or erosion of response time.
- I. Le Pac "ANYWORD" feature, allows for virtually unlimited search capabilities. Additional search features, as they are developed, will be made available to the state.
- j. Search results may be sent to a printer, or saved to a disk. The ability to produce cards and labels is also a function of the Le Pac Professional. (Detailed information about this product has been provided at Attachment B. Brodart is proposing this product in conjunction with our Le Pac Catalog. There is no additional charge for the inclusion of the Le Pac Professional software and the license fee.) Please see "EXHIBIT A - PRICING PAGE" on page 36 for pricing information.

8.3.2 INTERFACE TO OTHER FUNCTIONS

a. When DOS is resident on the library's PC (Le Pac NOS operating system employed), exit to DOS is achieved through use of the ALT/X key combination at the opening Le Pac Screen.'

b. Both the Le Pac Professional (Attachment B) and our Precision One Products (Attachment P) have the ability to print cards and labels.

8.4

Noted

The autoboot version of the software takes users directly in and out of the Le Pac system.

8.5

A step-by-step description of tasks and events has been provided at Exhibit D.

8.5.1

Exhibit D, "Schedule of Events" has also been completed.

8.6

An organizational chart, depicting staffing and appropriate lines of authority has been provided at Attachment S.

Broder T

EXHIBIT A PRICING PAGE

The offeror shall provide the following information for services provided in accordance with the terms and conditions specified herein. All costs associated with providing the required shall be included in the following prices.

A. Annual Edition of the Statewide Database: The offeror shall provide a total price for the annual edition of the statewide database. The total price shall include all costs for the creation of the statewide database based on 3.5 million bibliographic records, authority control, producing the master CD-ROM discs, 400 copies of the CD-ROM product, two magnetic 1600 bpi ASCII tape copies, providing 400 copies of the software documentation/user manual, software license, training, etc. The offeror shall provide a price for each additional copy of the CD-ROM product and software documentation/user manual in excess of 400 copies. The offeror shall also provide a price per bibliographic record in excess of 3.5 million bibliographic records. The offeror shall provide firm, fixed prices for the Original Contract Period and maximum prices for each extension period.

Annual Edition of the Statewide Database:

		Based on:
a. Original Contract Period:	\$160,650.00	total 3.5 million records
** b. First Extension Period:	<u>\$163,538.00</u>	total 3,575,000 records
c. Second Extension Period:	<u>\$165,925.00</u>	total 3,650,000 records
d. Third Extension Period:	<u>\$168,263.00</u>	total 3,725,000 records

CD-ROM Product and Software Documentation/User Manual in excess of 400 copies:
Assumes 6 disc set. Additional discs are \$15.00 per disc/copy

a. Original Contract Period:	\$90.00	per copy
b. First Extension Period:	<u>\$90.00</u>	per copy
c. Second Extension Period:	<u>\$90.00</u>	per copy
d. Third Extension Period:	<u>\$90.00</u>	per copy

* Bibliographic Record in excess of 3.5 million bibliographic records:

a. Original Contract Period:	\$.046	per record
b. First Extension Period:	<u>\$.044</u>	per record
c. Second Extension Period:	<u>\$.043</u>	per record
d. Third Extension Period:	<u>\$.042</u>	per record

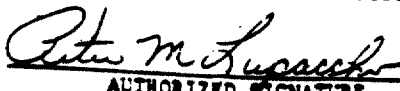
* Includes everything listed in "A" above.

B. Statewide Database Supplement: The offeror shall provide a total price for the statewide database supplement. The total prices shall include all costs for the creation of the statewide database supplement, producing the master CD-ROM discs, 400 copies of the CD-ROM product, two magnetic 1600 bpi ASCII tape copies, etc. The offeror shall also provide a price for each copy of the CD-ROM Product provided in excess of 400 copies. The offeror shall provide firm, fixed prices for the Original Contract and maximum prices for each extension period.

* Statewide Database Supplement:

Based on average 50,000 Title Supplement

a. Original Contract Period:	\$ 7,750.00	total
b. First Extension Period:	<u>\$ 7,750.00</u>	total
c. Second Extension Period:	<u>\$ 7,750.00</u>	total
d. Third Extension Period:	<u>\$ 7,750.00</u>	total


AUTHORIZED SIGNATURE

February 6, 1992
DATE

*6 Disc set, not including Supplement disc. Number of discs required will change based on file growth
** Growth rate of 75,000 unique titles per year.

EXHIBIT A
PRICING PAGE CONTINUED

*CD-ROM Product in excess of 400 copies:

Based on a 250,000 title supplement

- a. Original Contract Period: \$ 15.00 per copy
- b. First Extension Period: \$ 15.00 per copy
- c. Second Extension Period: \$ 15.00 per copy
- d. Third Extension Period: \$ 15.00 per copy

C. Customized Changes: The offeror shall provide a price per hour for providing customized changes in the search software pursuant to the state agency's request. The offeror shall provide a firm, fixed price for the original contract period and a maximum price for each extension period.

- a. Original Contract Period: \$ 100.00 per hour programming
- b. First Extension Period: \$ 100.00 per hour programming
- c. Second Extension Period: \$ 100.00 per hour programming
- d. Third Extension Period: \$ 100.00 per hour programming

D. Spinoff Product: The offeror shall provide a price per record for the creation of a spinoff product on a CD-ROM disc and a 9 Track Tape. The offeror shall provide a price CD-ROM Disc and per 9 Track Tape. The offeror shall provide a firm, fixed price of the original contract period and a maximum price for each extension period.

NOTE: Extraction fee below, is waived for the production of Brodart products.

*CD-ROM Disc

- a. Original Contract Period: \$.0305 per record \$ 15.00 per disc
- b. First Extension Period: \$.0305 per record \$ 15.00 per disc
- c. Second Extension Period: \$.0305 per record \$ 15.00 per disc
- d. Third Extension Period: \$.0305 per record \$ 15.00 per disc

**All prices are plus extraction fee (\$.002 on file extracted from)

** 9 Track Tape

- a. Original Contract Period: \$ SEE ** per record \$ per disc
- b. First Extension Period: \$ SEE ** per record \$ per disc
- c. Second Extension Period: \$ SEE ** per record \$ per disc
- d. Third Extension Period: \$ SEE ** per record \$ per disc

***\$250.00 per 250,000 title plus \$25.00/reel

E. Shelflist: If proposed, the offeror must provide a price per record for the creation of a machine readable catalog record from printed shelflist in USMARC format. The offeror shall provide a firm fixed price for the original contract period and a maximum price for each extension period.

- a. Original Contract Period: \$.52 per record
- b. First Extension Period: \$.52 per record
- c. Second Extension Period: \$.52 per record
- d. Third Extension Period: \$.52 per record

*Assuming standard specification and standard collections

F. The offeror must provide a total price per library for any additional hardware needed to operate the search software. The total price shall include the cost of the equipment and installation. The offeror shall provide a firm fixed price for the original contract period and a maximum price for each extension period.

**Assumes libraries currently using workstations as discussed in Part Two, Scope of work.

- a. Original Contract Period: \$ N/A per record item
- b. First Extension Period: \$ N/A per record
- c. Second Extension Period: \$ N/A per record
- d. Third Extension Period: \$ N/A per record

The firm, fixed prices stated above are provided in accordance with the terms conditions of RFP, B201148.

Patricia M. Lopez
AUTHORIZED SIGNATURE

January 28, 1992
DATE

EXHIBIT B

PRICE ANALYSIS

Annual Edition of the Statewide Database

1. Creation of the Statewide Database	\$ <u>No Charge</u>
2. Authority Control	\$ <u>.0075/title</u>
3. Producing the Master CD-ROM Disc	\$ <u>.023/title</u>
4. 400 Copies of the CD-ROM Product	\$ <u>15.00/disc/copy</u>
5. Two magnetic 1600 bpi ASCII tape copies	\$ <u>250.00/250,000 titles</u> +\$25.00/r
6. 400 Copies of the Software Documentation/User Manual	\$ <u>Included</u>
7. List Other:	
<u>Statewide Software Licensing Fee</u>	\$ <u>7,000.00/year</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL (See price quoted for 00001 on the Pricing Page)	\$ _____

Statewide Database Supplement

1. Creation of the Statewide Database	\$ <u>No Charge</u>
2. Producing the Master CD-ROM Disc	\$ <u>.023</u>
3. 400 Copies of the CD-ROM Product	\$ <u>15.00/disc copy</u>
4. Two magnetic 1600 bpi ASCII tape copies	\$ <u>250.00/250,000 titles</u> +\$25.00/r
7. List Other:	
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL (See price quoted for 00003 on the Pricing Page)	\$ _____

John M. ...
AUTHORIZED SIGNATURE

January 28, 1992
DATE

Proposal from Auto-Graphics.

PART ONE

INTRODUCTION AND GENERAL INFORMATION

1. INTRODUCTION

1.1 This document constitutes a request for competitive, sealed proposals from qualified individuals and organizations to provide services in accordance with the terms and conditions set forth herein.

2. ORGANIZATION

2.1 This document, referred to as a Request for Proposal (RFP) has been divided into the following parts for the convenience of the offeror:

- 2.1.1 Part One - General Information
- 2.1.2 Part Two - Scope of Work
- 2.1.3 Part Three - General Contractual Requirements
- 2.1.4 Part Four - Proposal Submission Information
- 2.1.5 Part Five - Exhibits

3. BACKGROUND INFORMATION

3.1 In order to enhance resource sharing and library automation at local, regional, and statewide levels, the Missouri State Library has contracted for the creation of a statewide database of bibliographic holdings and records and search software on CD-ROM discs. The CD-ROM discs contain records and holdings symbols for libraries throughout the state of Missouri. The project links libraries of all sizes and types and ensures that all Missouri residents have access to the materials and information they need.

3.2 Currently, the statewide database contains approximately 3.5 million unique records and 8 million holdings. The Missouri State Library

- 3.3 Currently, the records and holdings are on 9 track tape in a MARC (Machine Readable Cataloging) format from Brodart Automation. Approximately 85 OCLC (Online Computer Library Center) and 100 non-OCLC three character symbols are on the tapes. The records and holdings from other libraries come from a variety of cataloging sources.
- 3.4 Over 185 public and academic libraries in Missouri have purchased CD-ROM disc players. Approximately 110 public libraries purchased Epson Equity 1 + libraries bought Hitachi 1503s CD-ROM disc players. A number of public microcomputers and Hitachi 1503s CD-ROM disc players. Seventy academic libraries also acquired Bibliofile to help them convert local records to machine readable form.
- 3.5 The primary purpose of the statewide database was as a locator for interlibrary loan. The statewide database enables libraries to do interlibrary loan and provides access to collections across the state which have not been available previously. However, usage reports suggest that the statewide database has been used increasingly for reference and cataloging purposes including the generation of MARC records for internal automation efforts.

This document constitutes a request for sealed proposals, including prices, from qualified individuals and organizations to furnish those services and/or items as described herein.

Proposals must be mailed to the Division of Purchasing, P.O. Box 809, Jefferson City, Missouri 65102, or hand-carried to its offices in Room 580, Harry S. Truman Building, Jefferson City, Missouri.

NOTES ON PRICING PAGES

A-G understands the State's requirement for firm, fixed prices, and has quoted prices on this basis. However, insofar as these prices are based upon the information provided in the State's RFP, we reserve the right to apply the same unit prices quoted to such orders as may exceed the quantities described in the RFP, or quote additional prices to cover variations in processing not originally requested. Alternatively, A-G will accept the State's prior written instruction to limit processing to quantities originally forecast, thus avoiding the application of any additional charges.

1. Annual Edition of the Statewide Database

A. original Contract Period

- | | | | |
|-----|--|-------------------|--------------------|
| 1.1 | Creation of the statewide database based on data preparation for 185 libraries | \$50.00 | \$9,250.00 |
| 1.2 | Authority control (including validation and replacement, and catalog cross-references for names and subjects) based on 3,500,000 existing database records + 500,000 added input records = 4,000,000 records | \$0.008 | \$32,000.00 |
| 1.3 | Producing the CD-ROM master discs (including data compression, indexing, premastering, and mastering) based on 4,000,000 records @ \$0.0095 = | | \$38,000.00 |
| 1.4 | Copies of the CD-ROM product; assuming 600 sets of 4 discs | \$15.00/disc | \$36,000.00 |
| 1.5 | Two magnetic 1600 bpi ASCII tape copies based on 4,000,000 records | \$0.0005 X 2 sets | \$4,000.00 |
| 1.6 | Providing copies of the software documentation/user manual based on an annual statewide system license covering the Patron, Expert, Research, Location Scoping, System Administration, and Catalog Maintenance modules, plus initial provision of and updates for one user manual per site. Covers use of and support for software by any library within the state. Annual license fee due upon delivery of initial catalog and at each contract renewal | | <u>\$29,250.00</u> |

Total firm, fixed price for original contract period
\$148,500.00

B. First Extension Period (7/1/92 - 6/30/93)

- 1.1 Creation of the statewide database; i.e., maintenance for 185 libraries \$50,00 \$9,250.00
- 1.2 Authority control (including validation and replacement, plus generation of catalog cross-references for names and subjects) based on 1,000,000 additional input records \$0.008 \$8,000.00
- 1.3 Producing the CD-ROM master discs (including data compression, indexing, premastering, and mastering) based on 4,500,000 records \$0.0095 \$ 42,750.00
- 1.4 Copies of the CD-ROM product; assuming 600 sets of 5 discs \$15.00/disc \$ 45,000.00
- 1.5 Two magnetic 1600 bpi ASCII tape copies based on 4,500,000 records \$0.0005 X 2 sets \$ 4,500.00
- 1.6 Providing copies of the software documentation/user manual based on an annual statewide system license covering the Patron, Expert, Research, Location Scoping, System Administration, and Catalog Maintenance modules, plus initial provision of and updates for one user manual per site. Covers use of and support for software by any library within the state. Annual license fee due upon delivery of initial catalog and at each contract renewal \$ 29,250.00

Maximum price for first extension
period \$138,750.00

C. Second Extension Period (7/1/93 - 6/30/94)

- 1.1 Creation of the statewide database; i.e., maintenance for 185 libraries \$50.00 \$9,250.00
- 1.2 Authority control (including validation and replacement, plus generation of catalog cross-references for names and subjects) based on 1,000,000 additional input records \$0.008 \$8,000.00
- 1.3 Producing the CD-ROM master discs (including data compression, indexing, premastering, and mastering) based on 5,000,000 records \$0.0095 \$ 47,500.00
- 1.4 Copies of the CD-ROM product; assuming 600 sets of 5 discs \$15.00/disc \$ 45,000.00

- 1.5 Two magnetic 1600 bpi ASCII tape copies based on
5,000,000 records \$0.0005 X 2 sets \$5,000.00
- 1.6 Providing copies of the software documentation/
user manual based on an annual statewide system
license covering the Patron, Expert, Research,
Location Scoping, System Administration, and
Catalog Maintenance modules, plus initial
provision of and updates for one user manual per
site. Covers use of and support for software by
any library within the state. Annual license fee
due upon delivery of initial catalog and at each
contract renewal \$ 29,250.00

Maximum price for second extension period \$144,000.00

D. Third Extension Period (7/1/94 - 6/30/95)

- 1.1 Creation of the statewide database; i.e.,
maintenance for 185 libraries \$50.00 \$9,250.00
- 1.2 Authority control (including validation and
replacement, plus generation of catalog cross-
references for names and subjects) based on
1,000,000 additional input records
\$0.008 \$ 8,000.00
- 1.3 Producing the CD-ROM master discs (including data
compression, indexing, premastering, and
mastering) based on 5,500,000 records
@ \$0.0095 \$52,250.00
- 1.4 Copies of the CD-ROM product; assuming 600 sets of
6 discs \$15.00/disc \$54,000.00
- 1.5 Two magnetic 1600 bpi ASCII tape copies based on
5,500,000 records \$0.0005 X 2 sets \$5,500.00
- 1.6 Providing copies of the software documentation/
user manual based on an annual statewide system
license covering the Patron, Expert, Research,
Location Scoping, System Administration, and
Catalog Maintenance modules, plus initial
provision of and updates for one user manual per
site. Covers use of and support for software by
any library within the state. Annual license fee
due upon delivery of initial catalog and at each
contract renewal \$ 29,250.00

Maximum price for third extension period \$158,250.00

II. Statewide Database Supplement

A. original Contract Period and Extension Periods

- 1.1 Creation of the statewide database supplement including authority control processing of added records, per supplement record \$0.0175
- 1.2 Producing the CD-ROM master discs (including indexing, premastering, and mastering), each supplement edition \$1,950.00
- 1.4 Copies of the CD-ROM product; assuming 600 single disc supplements \$15.00 \$9,000.00
- 1.5 Two magnetic 1600 bpi ASCII tape copies based on 500,000 records \$0.0005 X 2 sets \$500.00

III. Data input from sources defined on pricing pages

3.1 Tape

Prices shown apply to input records received for processing into the catalog. Prices assume records contain minimum data needed to a) establish location code and local call number, and b) compare data against existing database records for merging purposes.

3.2 Disk

A handling charge of \$25.00 per diskette will be applied to input received on floppy diskette. Otherwise, charges for input on magnetic tapes are identical to charges for input on MS-DOS diskettes.

4. Programming

Programming will be charged at the fixed rate quoted. Changes requested in addition to the specifications contained in the present RFP are subject to negotiation and scheduling.

5. Spinoff products

5.1 CD-ROM disc

Prices shown are intended to be identical to prices quoted for publishing the statewide CD-ROM supplement.

5.2 9-track tape

Minimum charge of \$975.00 will be applied once to cover multiple tape sets when sets are ordered concurrently.

6. Conversion

Additional charges may apply for additional customer requested keying; e.g. for copy-level data such as bar code numbers. Prices shown cover input of converted records to statewide database. If separate output products are requested, spinoff charges quoted above will apply.

PROPOSED METHOD OF PERFORMANCE

A. Response to Specifications in Scope of Work

This section of our proposal responds point-by-point to the specifications under "Scope of Work" (RFP Part Two), and also includes the information requested under RFP items 8.2 and 8.3. A sequential narrative outlining the steps involved in producing the statewide database on CD-ROM follows this section.

1. GENERAL REQUIREMENTS

Having created statewide databases on CD-ROM for Connecticut, Maryland, Tennessee, and other states, provinces, and large consortia, A-G understands the general requirements of the RFP. For this project, we propose to:

- a. Accept a copy of the current Missouri database of some 3.5 million unique titles provided by Brodart, and reformat and index this file for CD-ROM publication.
- b. Reformat and merge an additional 500,000 titles provided by participating libraries from various cataloging sources.

- c. Apply standard authority control processing to the merged database.
- d. Publish the merged data base on a set of 4-6 CD-ROM discs and produce 400-600 copies of the CD, software and documentation for use by participating libraries.
- e. Produce annual catalogs and interim supplements on CD in the same manner, processing some 1 million titles each year for this purpose. The statewide database will be maintained by A-G, such that only new input will need to be processed for each update.

2. HARDWARE COMPATIBILITY

All of the equipment described is known to be compatible with our software and CDs. IMPACT requires a fully IBM-compatible 8088, 80286, or 80386 PC with:

- ° 640K RAM
- ° At least one 1.2MB or higher capacity floppy disk drive
- ° MS-DOS version 3.2 or higher
- ° Standard keyboard, preferably with the ten function keys on the left side
- ° Monochrome or color monitor with graphics card
- ° Minimum of one CD-ROM drive; the system supports access to multiple drives. Any model equipped with MS-DOS CD-ROM Extensions version 2.0 or higher can be used.

Most libraries are currently purchasing 80286 machines with a 40MB hard disk, since this configuration represents a better value, dollar-for-dollar, than the older XT-level machines. However, the basic system runs fine (but not as fast) on an 8088 machine with a high-density floppy drive,

and hundreds of libraries continue to use the catalog on the original XT platform.

If existing equipment is to be used, some modifications may be necessary, depending upon the current configurations in use. Assuming that the existing PC is itself compatible, necessary modifications might typically include upgrading RAM from 512K to 640K or 1MB, replacing a 360K floppy drive with a high density drive, adding one or more CD-ROM drives and/or installing MS-DOS Extensions. Optional upgrades might include the addition of a printer, modem, hard disk or second floppy drive, or a VGA color monitor.

Systems known to be incompatible include certain high-end IBM PS/2 models (PS/2 model 70 and above). Also, neither Apple nor Macintosh equipment will support our software, which requires a fully IBM PC-compatible machine. Hitachi, Sony, Amdek, Toshiba, NEC, and Phillips CD-ROM drives are all known to be compatible, given the use of Microsoft Extensions. We have no information about the compatibility of models offered by Pioneer and DENON, but assume these would be compatible if a High Sierra driver is available. We understand that the Phillips model CM155 does not support such a driver and would therefore not support the system.

For libraries wishing to purchase new equipment, we recommend the following configuration, and will guarantee a purchase price of less than \$2,000 per unit for orders placed through the State Library during the initial contract period. This price includes a one-year warranty. Extended service contracts are available at an annual cost equal to 10% of the original purchase price.

Recommended 80286 IMPACT Cataloging Station*

80286 12MHz CPU with 1MB RAM One internal Hitachi CD-ROM drive 40MB 28ms hard disk drive One 5.25" or 3.5" high density floppy disk drive 12" monochrome monitor with graphics card** 101 keyboard with function keys on left 200 watt power supply One parallel and two serial ports Front security panel with standard IMPACT signage*** All cabling and connectors MS-DOS version 3,3 and Extensions Shipping to individual site One year warranty

* Dial access would require the addition of a standard modem and off-the-shelf telecommunications software.

A VGA monitor with card can be substituted for this monitor at time of order at an additional charge.

Each catalog station's front panel provides complete protection for internal CD-ROM and floppy disk drives, preventing unauthorized access or tampering. Security panels can be removed by authorized staff using the custom tool provided, and can be exchanged from unit to unit as needed, leaving no marks when removed. The security panel also serves as the nameplate for each catalog station, clearly identifying each unit as a public access catalog. Custom signage, including library logos, further description of the catalog, or other information, is also available.

3. STATEWIDE DATABASE CREATION

3.1 A-G will agree to provide the first edition of the statewide database on CD within four months of the award of the contract, subject to the requirements for receipt of files and specifications described below and in the schedule of project phases following this section. We can produce future editions of the catalog and supplement by the dates indicated under the same terms.

3.1.1 A-G will produce the demonstration database within 30 days of receipt of the Brodart USMARC tapes and final processing specifications. Please note that, according to the terms specified by the State, half of the time allowed for production of the catalog will be exhausted by the time the demonstration database is received by the State. Thus, it will not be possible to address any changes desired as a result of the State's review of the demonstration database without affecting the schedule. A-G will not be responsible for delays resulting from changes initiated by the State after processing has begun.

3.2 As a condition of our agreement with the State, A-G will require files and file specifications for each data source to be included. A-G will provide profile forms and answer any questions libraries

may have regarding the information required, but the State will be ultimately responsible for ensuring that all data is received by A-G prior to the input cutoff for each catalog or supplement.

- 3.2.1 We understand this to mean that the Brodart tapes will be received in readable condition at A-G no later than thirty days after the date of contract award. In order to ensure that these tapes can be processed immediately, we will require a record count, list of location codes, and specifications detailing the format of location/call number and record control number data no later than 10 days following award of the contract. Failure of the data on the delivered tapes to correspond to the specifications shall be grounds for renegotiating the schedule.
- 3.2.2 The same conditions noted above apply to files provided from the additional sources listed under this item.
- 3.2.3 Data from the optional sources listed on the Pricing Page can be processed under the same terms noted above, with the following exception: inclusion of non-MARC files and files in which location/call number data and MARC data are not part of the same bibliographic record (e.g., separate item and MARC files) will require renegotiation of the schedule.
- 3.3 (Including 3.3.1 - 3.3.4). A-G will deduplicate records from the additional sources specified against the Brodart tapes, and retain the preferred version from among multiple occurrences according to the hierarchy outlined here. We assume that the present Brodart data base has been merged, and that the preferred version has been kept, and will not attempt further internal deduplication within this file. Upon receipt, the Brodart file will be indexed by OCLC control number (field 001) and LCCN (field 010) so that additional files can be merged on this basis. If the State prefers a more exacting match, selected

data from other MARC fields can be used to validate LCCN matches. Deduplication by text matching is not included in the present proposal but can be ordered as an additional services if desired. (Please refer to Attachment V, section B.)

- 3.4 A-G's union database system (see Attachment V, section C) supports the hierarchy described, to the extent that this is supported by the data in each input file or record. For example, records must contain data on source of cataloging (MARC field 040) and date of cataloging (MARC field 005 or file presented in chronological sequence) in order to be considered in this hierarchy. In order to be properly consolidated during this process, holdings data must first be standardized from the various formats in which it may currently appear into a common format (A-G uses 949 \$1 location code 5a local call number). A-G will need completed profile forms for each data source in order to reformat holdings data properly. (See Attachment IV for sample profile forms.)

- 3.5 A-G will publish the MULSP database as a separate file to be included on one of the statewide database CDs. A-G will provide software to support a function key enabling users to "toggle" between the main catalog and the MULSP serials file. The MULSP catalog will be separately indexed and can support different display and scoping options from the main catalog. Also, if summary holdings data is to be displayed, we recommend that the State consider using the optional Holdings Display feature designed for display of the more extensive holdings data associated with serials. Please refer to Attachment III, page 123.
 - 3.5.1 These fields can be indexed for retrieval per the standard index arrangement described in Attachment X. All fields listed can be displayed, if desired. We do not find any indication in your specification as to the location of the holdings data within the MULSP records, and will need further specifications on this file if we are to proceed.

- 3.6 Our general policy is to use the OCLC number as the record control number where present, and to assign a sequential number in a higher range for non-OCLC records, and we propose to follow this procedure here.
- 3.7 Generally, all 6XX fields are retained in the database, regardless of indicator. If the State wishes to have certain 6XX fields dropped on the basis of tagging or indicator value to save space or for any other reason, this would need to be specified.

4. AUTHORITY CONTROL

- 4.1 Our proposal includes validation and replacement of the entire cumulated statewide database against the complete and up-to-date LC name and subject authority files, plus generation of see and see also references. Validation and replacement processing is described in detail in Attachment VI, section C. The generation and operation of see and see also references are described in Attachment VII, section B. All fields listed in this item of the RFP are addressed, as shown in the validation matrix appended to Attachment VI.
- 4.2 Our proposal includes the validation and replacement processing as described above for the entire initial database, and for all new records added in subsequent updates.
- 4.3 See and see also references will be freshly generated for the entire file following each update. Cross-references are not invisible to the user, since this would not allow users to choose from among multiple references from the same term. Instead, the cross reference is shown to the user, and the user can press "Enter" to show the choices under the referenced term, or in the case of multiple terms, move the cursor to select the term desired, and then press "Enter".
- 4.4 We have assumed that validation and replacement processing would be applied to the initial database, and to all records later added to the database in the course of the contract. If the State is satisfied with the authority control of the Brodart database, we would be prepared to apply validation and replacement processing only

to the new records added for the initial catalog, thus reducing the cost of the initial catalog by an estimated \$24,000. Alternatively, the State could request re-authorization of the entire database at any time at the same per-record price.

5. CD-ROM DISC CREATION

- 5.1 The authorized statewide database will be indexed and published on CD-ROM discs, as required.
 - 5.1.1 Our proposal includes pricing based on a minimum of 400 sets of discs. The State may order any quantity in excess of this figure at the unit prices quoted. We have used a figure of 600 sets in calculating costs on the notes accompanying the Pricing Pages. In the event that all sets are not ordered at the same time, the State should be aware that the minimum order that can be processed at these prices is 100 sets.
- 5.2 All of the CD-ROM drives mentioned are known to be compatible. Please refer to item 2, above.
- 5.3 All IMPACT CDs are produced in the High Sierra or ISSO 9660 format for CD volume and file structure, and require the use of the MS-DOS Extensions.
- 5.4 A database totalling 4 million records could only fit on one 640MB CD if each record, with indexes, cross-references, and holdings, averaged less than 160 characters. Since the average length of a generic MARC record is 600-800 characters, this would imply unacceptably drastic reductions in the amount of data that could be stored or indexed. Given the fact that the present statewide database resides on six CDs, we're sure that the State is aware of the issues regarding the storage limits of the CD-ROM medium.

We expect that the use of data compression will reduce the size of the MARC record portion of the catalog by about 60%, allowing about 920,000 full MARC records with indexing and cross references to fit on each CD. Depending on whether the MULSP serials file is reflected in the totals provided, and on the number of unique records ultimately included in the initial catalog, we expect that the initial catalog will require four discs, which would grow to five or six discs as the database

continues to expand in subsequent updates. This storage requirement could be arranged in several ways:

- ° as 4 or 5 separate discs split by date or some other characteristic, each searchable on one drive, requiring disk swapping.
- ° as one transparently searchable 4 or 5 disc set requiring an equivalent number of drives.
- ° as two separately searchable two-disc sets, split by date, each requiring two CD-ROM drives, possibly with a fifth disc containing the MULSP file and non-print items.

- 5.5 The system will support transparent use across multiple drives, up to the limits of the user hardware. Depending upon the CD-ROM card used, some machines will support up to four drives, while others may support up to eight.
- 5.6 A-G will not require the return of previous editions.
- 5.7 We would expect to establish the format of the data with the State before the time of delivery, but can certainly agree to requirement, provided that no proprietary information is required.
- 5.8 As we understand it, this requirement would apply to the first and third scenarios listed under 5.4, above. Actually, such a disc would be unnecessary in the third scenario, since the user would need to make two searches the author/title index and the CD with the actual record in any event. If the first scenario were to be selected, AG is willing to negotiate developing such an index disc in a subsequent contract year and at additional cost to the State.
6. SEARCH SOFTWARE REQUIREMENTS
- 6.1 See items below.
- 6.1.1 The software is function-key driven. Please refer to Attachment VIII. The User Guide in

Attachment III also provides full details on system operation.

- 6.1.2 Transaction-saving is not currently supported, but could be implemented within the initial contract period, depending upon the hardware available, the scenario selected (see 5.4, above), and the specific functionality required.
- 6.1.3 The system currently works with version 2.0 of the MS-DOS Extensions and will be kept compatible as new versions are released.

6.2 See items below.

- 6.2.1 The function key-driven approach obviates the need for two modes of access by enabling rapid, single keystroke progression through all system menus and eliminating redundant and unnecessary displays at all stages of a search. Logically obvious choices are made automatically by the system, not required of the user. While system operation is simplified for all users, system capabilities are diversified so that novice users are led naturally toward the least complex modes of searching, while experienced users may skip to more advanced techniques.
- 6.2.2 The System Administration model supports local profiling of record displays. Please refer to Attachment III, section 6.2.

6.3 A-G has quoted a license fee for an annual, renewable statewide license that would cover use of the software proposed by any library within the State.

6.4 Search software will be provided on either 5.25" or 3.5" diskettes, as preferred by the State.

7. SPECIFIC SEARCH SOFTWARE REQUIREMENTS

- 7.1 (Items a - d). All fields listed, except SuDoc number, are currently supported and will be indexed in the statewide database. Please refer to Attachment X. SuDoc number access is supported in our GDCS catalog of GPO materials, and can be

added to the statewide database at the programming charges listed.

7.2 See items below.

7.2.1 The search qualification options described are supported by the Research Level software module (see Attachment IX), but will require an additional index that would increase the storage requirement for the catalog and possibly the number of discs required.

7.2.2 The system provides an "Escape Search" function meeting this requirement.

7.2.3 A variety of save and print functions are supported; see Attachment III, section 5.

7.2.4 Any item may be displayed in greater detail by highlighting the item and pressing "Enter".

7.3 See items below.

7.3.1 Context-sensitive help menus are available from any screen, and can be edited by library staff at the local site or by a global instruction from the State to include the level of assistance thought to be required.

7.3.2 Error messages are provided as specified.

7.3.3 Case distinctions are ignored as required here.

7.3.4 Spacing distinctions beyond a single space are ignored as required here.

7.3.5 The system actually supports four levels, which meet the specifications described here. Please refer to Attachment VIII, section B.

7.3.6 Holdings will be sorted alphanumerical by four character code, as specified. The System Administration software also supports a feature allowing holdings to be grouped into up to nine separate alphabets, if preferred. Each alphabet can also be displayed with an assigned, separate label. This may address the State's desire to identify and sort holdings according to the

size of the library, thus obviating the need for a five-character code. However, if preferred, the State can designate five-character codes for display purposes at any time.

- 7.3.7 Multiple screens are supported as specified, both for single records and for record lists. "More" and "End" messages are displayed to inform the user that more record/list is available or that the end of the record/list has been reached.
- 7.3.8 Implied "and" is assumed in all multi-word keyword searches, unless explicitly overridden using the Boolean capabilities of the Research Level software. Explicit "and", "or", and "not" operators can be invoked at this level, although this would require an additional index that would increase the storage requirement for the catalog and possibly the number of discs required.
- 7.3.9 Any alphanumeric string may be searched, as specified.
- 7.3.10 Local call numbers are displayed in association with the library holdings code, as specified.
- 7.4 Location Scoping is supported, as required here. Please refer to Attachment IX, section C, for details of the operation of this feature.
- 7.5 The search software will not interfere with the normal operation of any of the telecommunications packages or other software listed.
- 7.6 Transitions between the CD and the magnetic disks are transparent, as specified.
- 7.7 See items below.
 - 7.7.1 Please refer to 7.2.4, above.
 - 7.7.2 The "Prior Step" function key allows users to step back through any search to its origin.

- 7.7.3 Author, title, and subject entries can be browsed in a combined dictionary index at the Patron Level. Combined Boolean keyword access is also supported, but will require additional CD-ROM storage.
- 7.7.4 Keyword searching will identify multiple words wherever they occur within a field.
- 7.7.5 Truncated searching is supported at the Research Level. Additional indexing and CD-ROM storage may be required.
- 7.8 See items below.
- 7.8.1 The system reports the number of matches, as specified.
- 7.8.2 The browse mode supports near-matching, as specified.
- 7.8.3 Browsing is supported as specified. Please refer to Attachment IX, section A.
- 7.8.4 (No specification.)
- 7.8.5 Users can return to the current search entered and modify its terms without rekeying the entire search entry. However, prior searches cannot be retrieved once a new search has been entered.
- 7.8.6 Response time will vary with the type of search and the equipment used, but average response times for simple searches will generally average 3 - 5 seconds.
- 7.9 Fields may be added to the indexing arrangement described in Attachment X upon request. A-G reserves the right to negotiate costs and scheduling for requests that would necessitate different screen designs, additional function keys, or different types of searches (i.e., other than browsing, keyword, Boolean, number).
- 7.10 Please refer to note above.

8. INTERFACE TO OTHER FUNCTIONS

- 8.1 See items below.

- 8.1.1 MARC records can be downloaded using the "CHOOSE" function. Please refer to Attachment III, section 5.4.
 - 8.1.2 Choice of MARC or ASCII text format is supported; see Attachment III, section 5.4.
 - 8.1.3 The system can be set up either to inhibit or enable users to exit to DOS using the "Escape" key.
- 8.2 The "CHOOSE" function allows the system to interface with external card production software programs such as UltraCard/MARC and our own IMPACT/Slims small library management system. However, these programs are not included in the present proposal.

9. TRAINING AND DOCUMENTATION

- 9.1 The User Guide included as Attachment III will be provided with each set of CD-ROM discs initially provided. Updates to this documentation will be provided automatically as changes are released.
- 9.2 Two training sessions will be provided as required. Please refer to Attachment XI for additional information on training.
- 9.3 Enhancements to the software modules proposed will be provided with each new catalog edition as they are developed and released.

10. DISTRIBUTION

- 10.1 A-G takes no exception to this section and will provide spinoff products upon request at the prices quoted.
- 10.2 A-G takes no exception to this section and will provide the tape copies as specified. 1600 bpi tapes will be provided if required, although we suggest that the State consider whether 6250 bpi tapes or 8mm cartridge tapes might not be provided as an alternative.

11. STATEWIDE DATABASE MAINTENANCE

- 11.1 A-G takes no exception to this specification. Please refer to Attachment V, sections A.3 and E for details of union database maintenance procedures and options.
- 11.2 A-G will provide tape spinoff products as specified, upon request.
- 11.3 Our proposal includes a Catalog Maintenance module that will allow authorized users to create transactions to add, change, or delete their holdings within the union data base. These transactions are written to a floppy disk and sent to A-G for batch application to the data base in the scheduled update cycle.

Libraries using the catalog as a resource for retrospective conversion can either create holdings transactions to add their holdings to the data base and then arrange to have a complete file of their holdings extracted at a later date, or download edited MARC records for immediate use, or both. Smaller public libraries using both methods to convert their collections have reported match rates of up to 90% against IMPACT catalogs containing comparable numbers of records.

Please refer to Attachment III, section 7, for a more detailed description of the procedures used within this module.

12. ADDITIONAL REQUIREMENTS

- 12.1 Please refer to customer list included as Attachment I.
- 12.2 Error correction is included as part of the ongoing software license and support fee. Please refer to Attachment XIV for a copy of the standard license terms and a description of our policy on correction of data errors.
- 12.3 A-G has provided CD-ROM catalog services for libraries since 1987. Please refer to Attachment I for customer list.

12.4 A-G will provide the spinoff tape products specified upon request.

12.5 A-G accepts this specification as stated.

13. LIQUIDATED DAMAGES

13.1 A-G accepts this specification, subject to the terms for receipt of files and project specifications described in section 3, above, and with the provision that A-G will not be held responsible for this penalty in the event of delays occasioned by the State, acts of God, or any other forces beyond our control.

13.2 A-G accepts this specification on the same terms as the item above, and with the added provision that this specification may be renegotiated in the event that the State introduces further specifications for the format of these tapes beyond those described in the RFP.

B. Additional Information Requested under RFP Sections 8.2 - 8.3

8.2.1 HARDWARE COMPATIBILITY

Covered under section A.2.

8.2.2 STATEWIDE DATABASE CREATION

Covered under section A.3 and Attachment V.

8.2.3 AUTHORITY CONTROL

Covered under section A.4 and Attachment VI.

8.2.4 CD-ROM DISC CREATION

Covered under section A.5.

8.2.5 SEARCH SOFTWARE

a. Please refer to Attachment XIV.

b. Our development schedule is driven by customer requests, and as such

we have no scheduled dates for future system developments. Generically applicable software enhancements resulting from customer requests are made available to all users of the particular system modules affected as they are released and developed. A recent example is a utility program allowing users to extract MARC database subsets by holding code in batch mode directly from a CD-ROM union catalog. Software enhancements are distributed as new catalog editions are produced and delivered.

- c. These (plus location scoping) are the only qualifiers currently supported.
- d. Please refer to sample CDs included. Initiating a keyword search on a term not in the database will produce a "No matches found..-" message,
- e. Customized scoping for each library (actually, each PC) is available. Please refer to Attachment IX, section C.
- f. Please refer to Attachment VIII, section D.5, for a list of stopwords.
- g. See item above. Normally, even single-character "words", e.g., author initials, are searchable. For a catalog this size, it may be necessary to limit indexing of words that appear in tens of thousands of entries.

8.2.6 INTERFACE TO OTHER FUNCTIONS

- a. Covered under section A.7.2.3.
- b. Covered under section A.8.1.2.
- c. The search software is designed to operate IMPACT catalog CDs, and is

not itself compatible with any other CD-ROM databases.

8.2.7 TRAINING AND DOCUMENTATION

- a. Please refer to Attachment III.
- b. Software is written in "C".

8.2.8 STATEWIDE DATABASE MAINTENANCE
Covered in section A. 11.3.

8.3 SEARCH SOFTWARE

8.3.1 See items below.

- a. Please refer to section 6 of the User Guide included in Attachment III. The software profile included in Attachment IV also provides a summary of the profiling options available.
- b. The brief, or "four-up" screen display shows title, author, date, and call number for up to four matched records per screen. Selection of any of these records produces a further label led display which is entirely profitable by the local user. Please refer to Attachment III, section 6.
- c. Any combination of the indexed fields listed in Attachment X (except control numbers) can be searched. As indicated elsewhere, inclusion of this index may increase CD storage requirements.
- d. Number of matches is specified up to 9999, and higher in research level searching.
- e. Please refer to Attachment IX, section A.
- f. Covered under section A.7.8.5.

- g. Covered under section A. 7.9. Additions should be requested in writing well before the next scheduled cutoff date to allow for programming and testing.
- h. None of these fields should have any effect on response time, or any significant effect on CD storage, although it is possible that they could tip the balance in a case where all current discs were very close to being full; i.e., within 10MB per index.
 - 1. Indexing for local call number browsing is available as an option, but has not been proposed due to the amount of CD storage consumed.
- j. Search results can be downloaded using the "CHOOSE" function in MARC or ASCII text formats and transferred to other systems and programs for external applications.

8.3.2 INTERFACE TO OTHER FUNCTIONS

- a. Covered in Section A.8.1.3.
- b. Covered in section A. 8.2.

C. Outline of Project Phases

A-G projects the following sequence of events and project phases following receipt of our proposal, assuming we are awarded a contract to produce and maintain the statewide CD-ROM catalog. An estimate of the time required for each phase is included, indicating those areas where completion of the project phase would be dependent upon actions or decisions to be taken by the State.

We have tentatively scheduled production resources within a November -March time frame, based on our expectation that the contract would be awarded in October. These dates can be adjusted if the State requires more time to submit input files or review project specifications. However, we reserve the right to renegotiate the schedule in this event, to allow for other projects that may be in production within a later

time frame. It should be understood that our ability to conform to this, or any set of dates proposed, is dependent on the finalization of project specifications with the State, and the receipt of the input data necessary for the initial catalog.

In order to deliver the initial catalog within 4 months of award, we propose the following schedule of project phases.

Proposal Evaluation (October)

Following receipt of our proposal, we will be pleased to answer any questions the State may have, to discuss alternative project scenarios, or to provide any additional information we can that may be helpful.

Contract Award (Assume November 1)

Data Profiling and Receipt (November)

During this phase, A-G will expect to receive the completed profile forms previously distributed, along with the actual input files to be used in assembling the initial catalog data base. While Auto-Graphics will begin data preparation (the next phase) for individual files as they are received, it should be understood that the project cannot advance so long as we are lacking files and/or profile information. For this reason, we will need to establish a mutually agreeable cut-off date, beyond which we would proceed without any input files not yet received or profiled. We are willing to hold this project phase open for as long as necessary, although this would delay the projected delivery date for the catalog.

The following schedule assumes that all profiles and data files will have been received on or before November 29, 1991.

Data Preparation (December 2 - 20)

During this phase we will standardize the location/call number data in the various input files to a common format that will support both their retention through the deduplication process and the IMPACT system's location scoping feature. Error listings will be generated for records found to be unprocessable based on the profiles provided; e.g, records with location codes not listed in the profile forms completed by the library, or lacking the field or fields from which location or call number information was

supposed to have been taken. These printouts will be returned to the contributing library for review and resolution prior to the next edition of the catalog.

Demonstration Database Production (December 2 - 20)

As soon as a suitable subset of the data base has been prepared, A-G will produce a small sample catalog on floppy disk or CD-ROM for use by the State as an advance demonstration of the system to be provided. This file will be delivered to the State by December 20, unless prior dates have been adjusted by the State.

Data Base Consolidation (December 21 - January 15)

A-G will index the current Brodart database and match in records from additional sources profiled and delivered in time for the catalog cutoff) to create a unified catalog data base consisting of unique master records, with all applicable local holdings data cumulated to the master version of each record. The resulting file will be ready for CD-ROM premastering; i.e., indexing and cross reference generation.

Authority Control Processing (January 16 - 31)

A-G will process the cumulated masterfile against the complete and up-to-date LC name and subject authority files, applying automatic global changes resulting from a match with LC 4XX headings. A separate process will be used to generate cross references for each CD-ROM disc.

CD-ROM Catalog Production (February 1 - 15)

During this phase we will divide the file according to the CD-ROM storage option selected by the State and generate indexes. After premastering is completed, Auto-Graphics' project manager will review the premastered file on our CD-ROM publisher, using the actual software to be provided to the State. This quality control check verifies that all access points and displays conform to project specifications.

We will need a final order for the number of CD-ROM disc sets to be produced at this time. The State may wish to order extra sets for backup and new participants now, since an additional service charge will apply to re-orders. Also, we will need to have at this time a final order for the number and configuration of software units to be provided with the initial catalog. These will be configured and

copied while the CD-ROM discs are being mastered and replicated.

CD-ROM Mastering and Quality Control (February 16 - 28)

After verification, premastered tapes are sent to our subcontractor for mastering and replication. A final quality control check is also performed when the replicate discs are returned.

CD-ROM Catalog Delivery (by March 1)

All copies of the CD-ROM catalog discs, software, documentation, and project statistics will be delivered to the State by this date, subject to the terms of our proposal in section A.3, above.

Training (March)

Training dates will be scheduled according to a schedule negotiated with the State. We have found that two days of training is generally sufficient to provide library systems of a similar size with a base of trained individuals who can serve as an ongoing resource for other participants and staff members.

Delivery of Database Copies (By March 31, or within 30 days of catalog delivery)

A-G will deliver the two sets of database tapes required by this date. Ongoing Database Updates

Once the original catalog has been delivered and accepted, Auto-Graphics will provide services to maintain the union data base, software, and, optionally, equipment purchased from us. The data base can be maintained and expanded by: 1) applying MARC transaction tapes provided by members, consisting of records added, changed, or deleted since the original data cutoff; 2) merging in complete MARC data bases for new participants; or 3) applying holdings transactions created using the optional Catalog Maintenance module to add, delete, or change holdings on existing data base records. Transactions provided by any of these means will be applied to the existing data base as part of an update cycle leading up to the publication of the annual catalog or supplement. Subsequent catalogs and

supplements will follow a production cycle similar to that outlined above.

D. Other Information

A summary of the schedule outlined above (RFP Exhibit D) follows this section. Please refer to Attachment XV for a general A-G organization chart.

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EXHIBIT A
PRICING PAGE CONTINUED

CD-ROM Product in excess of 400 copies:

- a. Original Contract Period: \$ 25.00 per copy
- b. First Extension Period: \$ 25.00 per copy
- c. Second Extension Period: \$ 25.00 per copy
- d. Third Extension Period: \$ 25.00 per copy

C. Customized Changes: The offeror shall provide a price per hour for providing customized changes in the search software pursuant to the state agency's request. The offeror shall provide a firm, fixed price for the original contract period and a maximum price for each extension period.

- a. Original Contract Period: \$ 75.00 per hour
- b. First Extension Period: \$ 75.00 per hour
- c. Second Extension Period: \$ 75.00 per hour
- d. Third Extension Period: \$ 75.00 per hour

D. Spinoff Product: The offeror shall provide a price per record for the creation of a spinoff product on a CD-ROM disc and a 9 Track Tape. The offeror shall provide a price CD-ROM Disc and per 9 Track Tape. The offeror shall provide a firm, fixed price of the original contract period and a maximum price for each extension period.

CD-ROM Disc

- a. Original Contract Period: \$ 0.0175 per record \$ 25.00 per disc
 - b. First Extension Period: \$ 0.0175 per record \$ 25.00 per disc
 - c. Second Extension Period: \$ 0.0175 per record \$ 25.00 per disc
 - d. Third Extension Period: \$ 0.0175 per record \$ 25.00 per disc
- (minimum \$500.00/catalog)

9 Track Tape

- a. Original Contract Period: \$ 0.0025 per record \$ 25.00 per disetape
 - b. First Extension Period: \$ 0.0025 per record \$ 25.00 per disetape
 - c. Second Extension Period: \$ 0.0025 per record \$ 25.00 per disetape
 - d. Third Extension Period: \$ 0.0025 per record \$ 25.00 per disetape
- (minimum \$500.00/tape copy)

E. Shelflist: If proposed, the offeror must provide a price per record for the creation of a machine readable catalog record from printed shelflist in USMARC format. The offeror shall provide a firm fixed price for the original contract period and a maximum price for each extension period.

- a. Original Contract Period: \$ 0.45 per record
- b. First Extension Period: \$ 0.475 per record
- c. Second Extension Period: \$ 0.50 per record
- d. Third Extension Period: \$ 0.525 per record

F. The offeror must provide a total price per library for any additional hardware needed to operate the search software. The total price shall include the cost of the equipment and installation. The offeror shall provide a firm fixed price for the original contract period and a maximum price for each extension period.

- a. Original Contract Period: \$ 1,095.00 per record
- b. First Extension Period: \$ 1,095.00 per record
- c. Second Extension Period: \$ 1,095.00 per record
- d. Third Extension Period: \$ 1,095.00 per record

The firm, fixed prices stated above are provided in accordance with the terms and conditions of RFP B201148.

Paul S. [Signature]

RFP NO. B201148
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EXHIBIT BPRICE ANALYSIS**Annual Edition of the Statewide Database**

1. Creation of the Statewide Database	\$ <u>No charge</u>
2. Authority Control	\$ <u>3,750.00</u>
3. Producing the Master CD-ROM Disc	\$ <u>52,500.00</u>
4. 400 Copies of the CD-ROM Product	\$ <u>30,000.00</u>
5. Two magnetic 1600 bpi ASCII tape copies	\$ <u>3,500.00</u>
6. 400 Copies of the Software Documentation/User Manual	\$ <u>No charge</u>
7. List Other:	
<u>System software license</u>	\$ <u>24,000.00</u>
<u>Performance bond</u>	\$ <u>No charge</u>
<u>Training (as required in RFP)</u>	\$ <u>No charge</u>
_____	\$ <u>--</u>
TOTAL (See price quoted for 00001 on the Pricing Page)	\$ <u>112,750.00</u>

Statewide Database Supplement

1. Creation of the Statewide Database	\$ <u>3,750.00</u>
2. Producing the Master CD-ROM Disc	\$ <u>5,000.00</u>
3. 400 Copies of the CD-ROM Product	\$ <u>6,000.00</u>
4. Two magnetic 1600 bpi ASCII tape copies	\$ <u>250.00</u>
7. List Other:	
_____	\$ <u>--</u>
_____	\$ <u>--</u>
_____	\$ <u>--</u>
_____	\$ <u>--</u>
TOTAL (See price quoted for 00003 on the Pricing Page)	\$ <u>15,000.00</u>



AUTHORIZED SIGNATURE

February 7, 1992

DATE

Proposal from Library Corporation

4. PROPOSED METHOD OF PERFORMANCE

The Library Corporation is submitting the following proposal in response to your Request for Proposal for a Missouri State Library CD-ROM Statewide Catalog. Throughout the years The Library Corporation (TLC) has developed the most user friendly, yet sophisticated, library automation tools available. Our automated modules include BiblioFile Cataloging, BiblioFile Circulation, BiblioFile Public Access Catalog, and BiblioFile Acquisitions. Other services include database processing, CD-ROM mastering, special software development, retrospective conversion, and more. Future developments include Serials Control and Interlibrary Loan.

All software programs for TLC are written in the 11C11 programming language. All software programs operate in the MS-DOS operating environment on IBM compatible personal computers. The network software is Novell and also operates in the MS-DOS operating environment. BiblioFile utilizes the full MARC record structure format and will accept many other vendors' MARC records, providing the records are in MARC II communications format.

BiblioFile Public Access Catalogs (PAC), the proposed software for the Missouri State Library statewide catalog, gives your patrons, and staff, access to your collection through hundreds of access points. Ease of use is the key to any public access catalog and there is no catalog that is more friendly to use than TLC PAC.

In this section of our Proposal, The Library Corporation is addressing the conditions listed in "4 on pages 23-26, section 8. PROPOSED METHOD OF PERFORMANCE, of the RFP.

1. Proposals will be evaluated based on the offeror's distinctive plan for performing the requirements of the RFP. Since the evaluators have already read the Scope of Work as described in the RFP, it is not necessary for the offeror to repeat the exact RFP Language, or to present a paraphrased version, as an original idea for a technical approach.

The Library Corporation has read and understands the Scope of Work as described in the RFP. Our approach is presented in the following sections.

2. The offeror MUST submit a written narrative which demonstrates the method or manner in which the offeror proposes to satisfy the requirements of the Scope of Work. The language of the narrative should be straightforward and limited to facts, solutions to problems, and plans of proposed action.

The Library Corporation believes strongly that the only way to assure a successful CD ROM union catalog of the type envisioned for State Library requires a commitment from both parties to maximum advance planning during the pre-mastering stages and continued dialogue during subsequent use of the system.

Meeting the schedule dictated by the completion dates will require a mutual adherence to the implementation plan developed prior to the signing of the contract. The State Library's primary responsibility is to get the data to The Library Corporation in an expeditious manner. The second responsibility of the State Library is to answer any questions and give approval of tests and samples within a reasonable time frame.

TIC's responsibilities are to provide the State Library with a concise, easily understood picture of how the bibliographic processing will be carried out and the time frame in which the numerous elements of the entire job will be completed. For a sample Project Planning and Implementation schedule please see the following section. TIC will provide, as part of the project and to provide tools to clarify technical discussions, a sample catalog will be provided to the State Library.

Pre-mastering, mastering and production of the CD-ROM union catalog will require approximately three weeks after approval of the sample.

Implementation

Receipt of the data is the critical factor upon which all successful implementation schedules are determined. In addition, the consistency of the data, and the timeliness of

review and revision will also impact the schedule. With these factors in mind we present the following target schedule.

- I. Within thirty days of receipt of all data from Missouri State Library, TIC will present to the State Library the full analysis of data which will include without limitation:
 - A. Provide for each input source, i.e. institution:
 1. List of holding locations and collections occurring on input tape.
 2. Count of number of occurrences of each holding location and collection.
 3. Count of number of records without a useable holding location or collection.
 - B. Provide for each library employing input stamps:
 1. List of input stamps extracted for each holding location.
 2. Count of number of occurrences of each input stamp extracted for each holding location.
- II. Within thirty days of State of Missouri's clarification and return of the analysis, TLC will merge all the data into a single file for the preparation of the CD and deliver to the State Library a sample of the merged file sufficient to permit State of Missouri to verify that merging and call number generation has been performed satisfactorily and an analysis of the merged file, which will include without limitation:
 - A. Sample of call numbers generated, to include:
 1. For each holding collection and location, a sample of at least 25 call numbers generated, preferably distributed through the input file.
 2. For each library using automatic stamps, a sample of at least 25 call numbers generated for each automatic stamp, preferably distributed through the input file.
 3. For each library using input stamps, a sample of at least 25 call numbers generated for

each input stamp, preferably distributed through the input file.

4. For each library using automatic oversize stamps, a sample of at least 25 call numbers generated for each automatic oversize location for each holding location and collection, preferably distributed through the input file.
- B. Provide for each input source a total of number of records without call number data.
 - C. Provide for each library employing automatic stamps:
 1. List of automatic stamps generated.
 2. Count of number of occurrences of each automatic stamp generated.
 - D. Provide for each library generating automatic oversize designations:
 1. List of oversize designations.
 2. Count of number of occurrences of each oversize category for each holding location and collection.

III. Within sixty days of State of Missouri's acceptance of the merged file, TLC will deliver to the State Library the completed CD-ROM database which shall comply fully with the specifications set forth in the State of Missouri RFP and the TLC Response.

Test Phase

As a standard, integral component of TLC's CD union catalog production procedures, the library receives and approves a sample catalog prior to mastering. The sample will be produced based on the specifications determined during the advanced planning discussions between State of Missouri and TLC. Everything possible is done in the planning and specifications setting stage to minimize the chance that the sample catalog will contain any surprises. The Library Corporation works closely with your staff to develop reasonable turnaround times to review and approve the sample.

In addition, the review of samples is included in the sample implementation schedule presented above.

Bibliographic data processing

A detailed review of the steps taken in bibliographic data processing are included in the Project planning and Implementation sections above.

The first step in the bibliographic data processing is to "lay down" the data on the TLC implementation system. At this stage, preliminary analysis of the various files is made. Questions about the database, such as record count, missing fields, unreadable records, etc., are brought to the attention of State of Missouri and resolved.

During this period reports are generated on the databases overall record count, record structure, holdings symbols, call number structure, and any data variations. Results of the analysis are sent to the library. Based on library's response to these review materials, TLC would then begin programmer customization of the database targeted toward production of a 10,000 record sample Union Catalog. The sample database with necessary evaluation hardware and software would be forwarded to the library staff for review. Additional samples may be forwarded to the library based on any corrections cited as necessary by the library staff.

Upon final approval of the PAC sample, TLC then begins the production run of the library's full database and mastering of the CD-ROM Union Catalog.

Authority Control

The Library Corporation understands the necessity for authority control is purely a local decision. Authority control processing is included as part of the pre-mastering data processing work done by The Library Corporation. The Library Corporation will run your records against the latest Library of Congress Name and Subject Authority files. "See" and "see also" references are created and all records are deblinded. Standard services include:

Provide cross-references: The Library Corporation provides valid cross references ("SEE" and "SEE ALSO") to the correct form of a name or subject. **Deblind entries:** The database is "de-blinded" eliminating cross references from subject or names which are not contained in a bibliographic record.

Additional authority control services are also based on the use of the Library of Congress Name and Subject authority files. The Library Corporation will run your database against the Library of Congress Name and Subject authority files and provide the following:

Flip headings: the authority data is flipped from the authority record to the bibliographic record if headings do not match.

Exception List: preparation of a "no match" list can be provided.

For additional information on the Authority Control Process, please refer to Appendix 4.

2.1 HARDWARE COMPATIBILITY

- a. The offeror MUST list the hardware, including personal computers, microcomputers, hard disks, printers, etc., compatible with the proposed search software.

The standard hardware configuration recommended for BiblioFile PAC is: an IBM PC 286 compatible computer with an internal Hitachi CD-ROM drive, 40 mb hard disk drive, graphics adaptor, floppy drive, generic keyboard, and monochrome monitor.

Any standard CD-ROM drive that is compatible with and accepts Microsoft Extensions will operate BiblioFile PAC; however, sound will be supported only on Hitachi drives. TLC strongly recommends and endorses the Hitachi CD-ROM drive. These drives are available from The Library Corporation. The Library Corporation recommends monochrome monitors; however, a color version of the software is under development. You may use the union catalog with the color monitor after turning off the graphics capability.

From past experience we know of several compatible printers such as the Star Thermal Silent Printer, and the IBM Thermal printer. In addition, any standard dot matrix serial or parallel printer, such as the Okidata, Epson, and IBM Proprinter are compatible with the Intelligent Catalog.

Any Epson printer will work with the software, as will the Okidata printers in the Epson emulation mode. In fact, it has been our experience that

printers that accept an 80 character carriage width and allow an ASCII dump are compatible with the software. We have also been successful with other printers that allow an Epson emulation.

Laser printers in general are not recommended with the Intelligent Catalog.

- b. The offeror MUST list the specific equipment needed for the proposed search software. In addition, the offeror MUST state the cost and cost of the maintenance of such equipment.

BiblioFile PAC is available through The Library Corporation as software or a turnkey system.

The public access catalog is a complete turnkey system with your library's database on CD-ROM. The Intelligent Catalog includes an IBM PC compatible computer (a PC AT 286 is standard, 386 is optional) with a built-in CD-ROM drive, 40 mb hard drive, graphics adaptor, and floppy drive. It also includes a monochrome monitor, color-coded keyboard and audio capabilities supported by a telephone handset and headphones. \$ 2,470

Full PAC support includes full hardware replacement, software support, updates of your library's catalog on CD-ROM, and unlimited access to TLC's toll-free support line \$595/year

Optional:

PC AT 386 computer \$300

Handcrafted wooden cabinet available in two heights and in a variety of finishes to suit your library's needs and decor. \$500

Color-coded keyboard \$150

Hewlett Packard Thinkjet, includes tractor feed, cable, and first year support \$550

Annual support after first year \$165

Hitachi CD-ROM drive - includes interface card,
and cable \$680

Annual hardware support \$120

- 2.2 STATE\WIDE DATABASE CREATION: Other than the Brodart MARC tapes, OCLC, UTLAS, BiblioFile, LaserQuest, and MULSP, the offeror SHALL identify any additional cataloging source(s) for the source data acceptable by the offeror for entry into the statewide database. The offeror SHALL provide such information on Exhibit A. For each type of cataloging source, the offeror SHALL indicate the amount of lead time needed to enter such into the statewide database in order to complete the statewide database within the time frame specified herein.

The Library Corporation has extensive experience reading and processing machine readable records in MARC II communications format, as well as several other formats. TLC has worked with data from many different vendors, including: tapes from AutoGraphics, Brodart, CLSI, DRA, EBCDIC, Geac, LSSI, Marcive, OCLC, RLIN, NOTIS and Utlas, as well as floppy diskettes from BiblioFile, LaserQuest and SuperCat, and even Circ Plus circulation databases. In addition, we frequently process records that are in IPF (internal processing format) standard, in Microlif, in NOTIS MARC, RLIN, CAN MARC, and other variations of the USMARC. TLC can convert the IPF of records from CLSI and Follett. We are also capable of tailing raw non-MARC and pseudo MARC records from several vendors and converting them into enriched MARC records.

The Library Corporation requires no additional lead time to enter these sources into the statewide database.

- 2.3 **AUTHORITY CONTROL:** The offeror MUST explain how new or changed subject headings and cross references will be processed.

The Library Corporation understands the necessity for authority control is purely a local decision.

Authority control processing is included as part of the pre-mastering data processing work done by The Library Corporation. The Library Corporation will run your records against the latest Library of Congress Name and Subject Authority files. "See" and "see also" references are

created and all records are deblinded. Standard services include:

Provide cross-references: The Library Corporation provides valid cross references ("SEE" and "SEE ALSO") to the correct form of a name or subject.

Deblind entries: The database is "de-blinded" eliminating cross references from subject or names which are not contained in a bibliographic record.

Additional authority control services are also based on the use of the Library of Congress Name and Subject authority files. The Library Corporation will run your database against the Library of Congress Name and Subject authority files and provide the following:

Flip headings: the authority data is flipped from the authority record to the bibliographic record if headings do not match.

Exception Listing: preparation of a "no match" list can be provided.

For additional information on the Authority Control Process, please refer to Appendix 4.

2.4 CD-ROM DISC CREATION

- a. The offeror MUST indicate whether the CD-ROM disc conforms to High Sierra Group (150 9660) standards

The Library Corporation CD-ROM union catalog projects in general and the Union Catalog produced for Missouri State Library will adhere to the High Sierra Group (ISSO 9600) standards.

- b. The offeror MUST determine whether multiple CD-ROM discs are needed for the statewide database. If the statewide database would require two or more CD-ROM discs, the offeror SHALL explain the reason for such and indicate how the proposed search software will handle multiple CD-ROM discs in searching.

Multiple CD-ROM discs will be needed for the statewide database. The Library Corporation currently supports large databases such as the 1.6 million record database at Rochester Regional Library Council and a 1.3 million record experimental project done with the New York Public Library.

This database currently resides on three CD-ROM discs. The number of discs required for the Missouri project can only be determined upon examination of the database. For additional information, please see the response to "C.t" below.

Each CD-ROM disc will have its own index to the items held on each individual CD. In addition, TLC will provide a separate CD-ROM disc with an index of the holdings of all the CD-ROM discs so that a user can enter a title or author to determine on which CD-ROM disc the full record is held.

Another option would be to produce multiple disc systems which would require more than one CD-ROM drive but would not require the separate author title search.

- c. The offer MUST indicate the approximate number of records which will fit on one CD-ROM disc.

Typically, each CD-ROM disc produced by The Library Corporation includes up to 600,000 records, depending on the size of each record and the number of holdings. An examination of the Missouri database by TLC Technical Services would be necessary to determine the number of discs required for the project.

2.5 SEARCH SOFTWARE

- a. The offeror MUST provide a copy of the standard maintenance agreement covering the performance of the proposed search software.

The Library Corporation does not require a signed contract to do business with a library, however, TLC is happy to review a proposed contract by your library. We feel this policy is in your best interest and allows you to "make the rules" by which we serve your library.

We are happy to work with you to create a mutually agreeable contract if you so desire.

The same is true for ongoing maintenance of hardware and software. The prices found in the cost section include the first year maintenance. After the first year you have the choice of renewing total system support on an annual basis. Simply stated, The Library Corporation provides absolutely all support of the system software, hardware, updates, enhancements, and unlimited access to our toll-free hotline for one price.

- b. The offeror MUST provide written details regarding anticipated upgrades to the proposed search software including features, projected delivery date, and procedures for updating the current system.

Information is becoming the world's most valuable commodity. The Library Corporation is committed to providing librarians and their patrons with the tools and support to gain fast, easy access to the world's store of knowledge. To achieve this goal, TLC unleashes creative minds to exploit technology to the limit and to provide unparalleled service to librarians.

Library automation does not stand still. Many new advances are happening every day and the future of library automation is bright. Every technological advance is being developed for only one reason to help answer the needs of your library. In this advancement there will be companies that survive, companies that thrive, and companies that die. The Library Corporation will be one of the companies that will thrive. We have made sure of this by dedicating one third of our staff to research and development. This group is made up of some of the world's most intelligent programmers. It is this same staff that have repeatedly introduced new innovations that have become the standards by which other systems are measured.

All BiblioFile systems are provided with the appropriate system documentation. This documentation is thorough and provides step-by-step instructions in guiding librarians through the software. Documentation and release notes are provided to all users when changes or modifications to the software are made.

- c. Other than publication date, format of material by type, and language, the offeror SHALL specify any other qualifiers which the user can use to limit searches.

The Limit Search function available in the Intelligent Catalog helps patrons narrow searches in Find Anything or View Catalog. Limit searches can be performed by catalog entry type and branch library locations, as well as publication date, material type (media type), and language. Catalog entry type searches contain searches such as authors only or subjects only, or a patron can specify any combination of entry types.

As an alternative View Catalog is designed for patrons who know specifically what they are looking for. From the first

screen of View Catalog a patron can narrow a search to a particular index or a combination of indexes. This mode of searching assumes the user has had some experience with database searching.

Sophisticated patrons can choose not to follow the FIND ANYTHING search route, and go directly to specific search argument: author, title, subject, or any combination of the three and limit searches by language, media type, year range and library.

You can qualify a search by publication year or range of years. The following options are available:

ALL	all years
1978	Only 1978
1973-1978	1973 through 1978
1975-	1975 and after
-1982	1882 and before

With branch library locations, particular library branches or groups of libraries in your system can be limited. Each individual library can predetermine which branch or libraries patrons can search on a particular catalog station. When limitations are set, the occurrence list in a search will show which items can be found in the selected J branches.

The library may use the powerful scoping feature to limit by individual library, by type of library, by library system, and by geographic region. If the librarian allows it in the configuration, patrons can use their own Limit Search definitions along with branch scoping. For example, if a patron always goes to Branch "A," the patron can Limit Search to Branch "A" and it will always be included in searches, no matter which branch scoping level the patron may choose.

d. The offeror MUST provide a sample of error messages used in the system.

- ° Error messages appear in BiblioFile PAC when an inappropriate key is pressed. For example, while in the Find Anything mode, the F10 key is pressed. The PAC will prompt you with "You do not have any items saved to print. Please press ESC to continue". This error message occurs when you do not have any items saved for printing.

Context-sensitive and self explanatory help messages are always available in BiblioFile PAC.

BiblioFile PAC has 107 help screens to date. As new functions are added the appropriate help messages are included. Upon request we will provide a printout of these help screens. BiblioFile PAC help screens are context sensitive and can be locally edited by the library staff. Help screens are prompted by pressing the help key or are automatically displayed after a pre-set number of seconds of keyboard inactivity. This "time out" mechanism is locally configurable. Examples of help screens appear throughout the BiblioFile PAC handbook.

Each BiblioFile PAC screen also contains a second level of help at the bottom of each screen. This level of help is displayed in reverse highlighted video and is also context sensitive.

- e. The offeror MUST provide information on the scoping capabilities of the system, and advise whether customized scoping for each library is available,

Each library may use the powerful scoping feature, defining up to 99 different levels, to limit by individual library, by type of library, by library system, and by geographic region. If the librarian allows it in the configuration, patrons can use their own Limit Search definitions along with branch scoping. For example, if a patron always goes to Branch "A," the patron can Limit Search to Branch "A" and it will always be included in searches, no matter which branch scoping level the patron may choose. To begin branch scoping, the patron simply presses a function key.

- f. The offeror MUST provide a list of stopwords,

The following stopwords are currently used during the BiblioFile PAC indexing process and are not searchable by the user: AND, BUT, FOR, FROM, TO, THE, WITH. In addition to this list, all one and two-letter words are stopwords except the following: CD, DR, ED, FE, GO, I, ID, II, IV, IX, ME, OF, ST, TV, U2, US, V, VD, VI, X, XI, XX. TLC's implementation staff will work with the Missouri State Library project administrator on adding any additional stopwords to this list as required.

- g. The offeror MUST indicate any terms which are not indexed and searchable; for example, two letter words at the beginning of a title.

Please see 5 for a list of standard MARC fields searchable with the PAC software. The Library Corporation is happy to discuss with the State Library any other MARC fields that it wishes to be indexed.

2.6 INTERFACE TO OTHER FUNCTIONS

- a. The offeror MUST indicate whether the user can access the printer in order to print screens, lists, and other information from the CD-ROM disc, screen, hard disk, and floppy disk.

BiblioFile PAC software allows each library to set up print limitations. In the configuration option of each IC, the librarian selects the screens which will allow users to print to floppy disk. The Intelligent Catalog allows users to print the following screens:

- Maps
- Catalog heading screen: hit lists in Find Anything, View Catalog, and non-fiction Get Advice.
- Multiple title screen
- Shelflist screen; single item-level display
- Bulletin Board
- User notes
- User log
- MARC records to diskette

- b. In addition to the MARC format, the offer MUST specify what other formats, if any, are available to copy records from the CD-ROM disc onto hard or floppy disks.

All fields of a MARC record can be displayed with BiblioFile PAC ways to display and print the resulting list are available, full MARC record, full labelled display, full card display, brief labelled, and brief card. At any time during searches, the librarian or patron can change the display format or print format of catalog entries. The librarian selects the default display and print formats in the configuration.

- c. The offeror MUST list and provide information on the other CD-ROM products, if any, with which the search software is compatible.

An exciting option, soon to be available, is a merged periodical index/monograph CD. This merged database may be searched with the same powerful Intelligent Catalog search techniques and will result in "hit" lists of both monographs and periodical articles.

The cost of this merged database will depend on the information supplied by the index vendor, such as number of years required and type of index. With the addition of the periodical resources, the database will expand accordingly.

We currently have prototype arrangements with various suppliers and will be happy to work with the library in this area. The library will be responsible for negotiating a separate arrangement with the index vendor for a tape subscription, with the tapes being sent to The Library Corporation for mastering onto the CD.

2.7 TRAINING AND DOCUMENTATION

- a. The offeror MUST submit one copy of the search software/documentation user manual.

All BiblioFile systems are provided with the appropriate system documentation. This documentation is thorough and provides step-by-step instructions in guiding librarians through the software. Documentation and release notes are provided to all users when changes or modifications to the software are made. A PAC handbook is included as part of this Proposal.

- b. The offeror MUST specify the language in which the search software is written.

All software programs for The Library Corporation are written in the "C" programming language.

- ## 2.8 STATEWIDE DATABASE MAINTENANCE: The offeror SHALL -
- describe the processing sequence for adding, deleting, and replacing records in the statewide database.

The Library Corporation would first work with the individual library to determine its cataloging practices. We would then take each individual archival tape and treat it according to the library's operational specifications. Once this step is

completed, we will match it against the Missouri state database by the points specified by the client. For example, 25 characters of 245a, 25 characters of 245b, sections of tag 260c, tag 260b; we can match against bibliographic level or bibliographic type to make sure they haven't used a monographic record for AV, etc. We will operationally merge records on the characters that are present in the data. We can utilize any information that is present for matching purposes.

The IC Edit utility enables you to download and edit MARC records you find on your Intelligent Catalog CD-ROM database. This utility will enable you to transmit changes, such as holdings code information, to The Library Corporation for inclusion in your next CD-ROM database. It would be installed on your Public Access Catalog workstation.

BiblioFile Cataloging is the recommended method of keeping your database up to date.

The Library Corporation has extensive experience reading and processing machine readable records in MARC II communications format, as well as in several other formats. TLC has worked with data from many different vendors.

Updates may be provided in magnetic form from a variety of sources such as those listed in Section 4.2.2 in our Proposal.

3. In addition, the offeror should provide the following information:

3.1 SEARCH SOFTWARE

- a. The offeror should indicate which parts of the system are flexible for individual library control.

You can customize BiblioFile Public Access Catalogs to meet the needs of your patrons through configuration options. Configuration options can be reached only by a special key combination and password. It is reconfigured for the password to be changed often to prevent tampering and to protect your stations. Following are some features and functions that are configurable:

Time intervals for automatic display of help and catalog restart

Limit searches to particular branch libraries

Change tags and labels in screen displays

Turn compact disc sound ON or OFF

Change librarian password

Set the library name which appears on printed lists of items

Change format of the display of multi-branch, multi-call number locations

Define printing options available on each station

Set Circulation link parameters

The configuration also offers utility functions to help you maintain and use your catalogs. You can maintain the library event calendar, transfer configuration changes, edit help screens, format floppy diskettes, set branch scoping levels, and more.

- b. The offeror should specify the information provided on the brief screen display; for example, author, title, publisher, date, edition, and system ID number.

Any field within the MARC record can be displayed at any point within a display format. This is a configurable option controlled locally by the library staff. It is our experience that the local call number is usually displayed at the bottom of a record with a blank line between it and the other data. This allows the call number and branch location to stand out within a record.

At any time during searches, the librarian or patron can change the display format or print format of catalog entries. The librarian selects the default display and print formats in the configuration. Options for display formats are: full labelled format, a brief labelled format, a brief card format, a card image format, and a MARC record format. The Change Display feature allows the patron to customize the record display during a search by pressing a single key.

The two brief screen formats supported by the BiblioFile PAC software are brief card format and brief labelled format. A description of each follows:

Example of brief labelled format:

Title: Gone with the wind by Margaret Mitchell.

Publisher: Garden City, N.Y.: International Collectors
Library, c 1936. Collation: 689 p. 22 cm. Location:
SOUTH REGIONAL: 813.5 M6826

Example of brief card display:

Gone with the wind by
Margaret Mitchell. Garden City, N.Y. : International
Collectors Library, c1936.

SOUTH REGIONAL: 813.5
M6826

- c. The offeror should list the combination searches the search software can support.

The View Catalog search mode of BiblioFile PAC supports for the following field combinations: Search all entries, Subjects only, Subjects and Titles, Subjects and Authors, Titles only, Titles & Authors, and Authors only.

- d. The offeror should specify whether the number of matches is specified in the event of multiple records.

BiblioFile PAC provides the number of matches in the event of multiple records.

- e. If proposed, the offeror should describe the browsing capabilities.

Patrons can "browse the shelves" before going to the stacks. Press the right and left arrow keys to see catalog entries for books shelved next to the one selected. The catalog displays items with the next sequential call number, by Dewey or LC classification number, depending on the scheme used in your library. These searches are displayed and can be printed in any of the following formats: brief labelled, full labelled, brief card, card image, or MARC record.

- f. The offeror should specify whether the user has the capability to modify a previous search.

Any time during a search, the patron can press the "UNDO" key to return to a previous search. The user may then modify a search.

The catalog offers users more help in finding additional subjects and authors in a nonfiction search through the Get Advice function. With the Get Advice feature, patrons can ask for alternative search paths. This help is available to the user who has saved one or more items, as the suggestions are based on previous searching activity.

- g. The offeror should provide information on the process for adding a searchable field to a future database project.

All fields of a MARC record can be searched with BiblioFile PAC, as listed in Appendix 5. The Library Corporation would be happy to discuss with the library any other MARC fields to be indexed.

- h. The offeror should provide information on the amount of CD-ROM disc space required to store and index the following optional searchable fields and the impact on search time and response time of the added fields. Publisher (260 \$b) Contents note (505 \$a) GPO item number (074 \$a)

The contents note field (505 \$a) and GPO item number (074 \$a) are currently supported by BiblioFile PAC. The publisher (260 \$b) field is not currently supported.

*An analysis of the database by TLC Technical Services would be necessary to determine the impact on search time of the added fields. Factors in this analysis include the number of fields to be indexed and the holdings information.

- i. The offeror should specify what additional searching features are available.

Again, all fields of MARC record can be searched with BiblioFile PAC. Please refer to Appendix 5 for a list of fields indexed in BiblioFile PAC.

BibCat combines the best features of the Intelligent Catalog's Find Anything and View Catalog searching modes into one smooth searching function. BibCat also offers a subject approach, like Browse Topics. On-screen prompts help the inexperienced user get started, and to serve as a reminder to more experienced patrons. Many users prefer the combined dictionary and all-word searching. BibCat goes one step beyond Find Anything. If nothing is found in a search, the catalog presents a list of entries nearest your search argument.

Two main search modes, Find Anything and View Catalog, are markedly different in their sophistication. The search mode that sets TLC apart is the Intelligent Catalog's Find Anything. Find Anything is a keyword search mode which assumes the patron has never used a computerized catalog. Prior to the beginning of a search the screen asks "What would you like to find in the catalog?" As soon as the patron begins to type, a dictionary of words appears on the right hand side of the screen. This dictionary is designed to help patrons with spelling. It begins a search across all indexes (unless the patron has specified a particular index) and alerts the patron as to the number of "hits" it finds. The patron is then instructed to press <enter> to initiate the search.

As an alternative View Catalog is designed for patrons who know specifically what they are looking for. From the first screen of View Catalog a patron can narrow a search to a particular index or a combination of indexes. This mode of searching assumes the user has had some experience with database searching.

Sophisticated patrons can choose not to follow the Find Anything search route, and go directly to specific search argument: author, title, subject, or any combination of the three and limit searches by language, media type, year range and library.

Searches are easy to retrace. The catalog keeps track of search paths and with a single keystroke (the UNDO function), permits the patron to return to the previous screen.

Patrons can save individual items to review or print later as well as save items from a multiple title list. Each time a patron saves an item, the screen displays the total number of items saved. Up to 200 items can be saved for later printing.

Patrons can Browse Topics and go directly to subject areas of the catalog, without first typing a word search. The initial screen presents a list of general subjects, based on the broad breakdowns in the LC or Dewey classification. Patrons continue to select further subdivisions until the shelf level is reached. Then the patron can browse other books right or left on the shelf, just as in a word or phrase search.

BiblioFile PAC software fully supports Boolean searching. In the Find Anything search mode "and", "or" and "not" arguments are supported. In fact, when you enter more than

one word, and the words do not appear as a phrase, the PAC software performs an automatic "and" search.

The View Catalog search mode allows for the following field combinations: Search all entries, Subjects only, Subjects and Titles, Subjects and Authors, Titles only, Titles & Authors, and Authors only.

- j. The offeror should indicate what can be done with search results once they are obtained; for example, download, print in bibliographies, etc.

Patrons can print the catalog entry for any item by pressing the Print Items key. A menu offers these choices: Print only the current item, Arrange all of the saved items before printing, Print the items in the order in which they were saved. Patrons can produce a sorted bibliography of catalog selections by use of a function key. The following options are available: By library shelf number, By date of publication, Alphabetically by Author/Title, Alphabetically by Title.

Patrons can also produce a sorted bibliography of catalog selections. Several sorting options are available. The format of the printed items is controlled by the Change Display option. It can vary from an abbreviated entry to a full MARC record, depending on what the patron needs. User print privileges are configurable. The librarian can turn off any or all of the printing capabilities on any station.

To help patrons keep track of a search's progress or review words already searched, the Intelligent Catalog automatically saves a log of search paths. A patron can review the log anytime by pressing a function key. A patron's log can accumulate up to 200 lines of information. The patron may print the log by pressing a function key.

Each time a patron views a record in the catalog, the shelf status of the item is automatically displayed if the library has BiblioFile Circulation linked with their PAC. The library Corporation will also be happy to discuss linking with other vendor's circulation systems to provide shelf status.

3.2 INTERFACE TO OTHER FUNCTIONS

- a. The offeror should explain how the process of exiting the search software and returning to DOS will be done.

The process of exiting BiblioFile PAC and returning to DOS is accomplished through configuration options. These configuration options are reached by a special key combination and password, to prevent tampering with the catalog. The password can be changed by the librarian as often as desired to protect the stations. Once entering the correct password, the Master Menu is displayed. From this point, one can exit to DOS by selecting the option from the Menu.

- b. If the system will allow the user to print catalog card from the CD-ROM disc, the offeror should explain how this printing is accomplished.

The Library Corporation presents two methods of using data on the CD for local card production. Each approach requires the use of BiblioFile Cataloging which provides the flexibility of printing cards according to the library's specifications.

First, MARC records from the BiblioFile PAC station are saved to a floppy diskette and then imported into BiblioFile Cataloging for editing and printing.

With the second approach, The Library Corporation provides each library with a local disc, as well as the union CD. This local disc is a duplicate of the union database and has been reindexed for use with BiblioFile Cataloging software. Immediate editing for card printing capabilities is made available via this local disc.

Please refer to the attached brochure for a description and pricing of BiblioFile Cataloging. Also enclosed (with the brochure) is a blue flier describing a special subscription offer for BiblioFile Cataloging.

EXHIBIT A
PRICING PAGE

The offeror shall provide the following information for services provided in accordance with the terms and conditions specified herein. All costs associated with providing the required shall be included in the following prices.

- A. **Annual Edition of the Statewide Database:** The offeror shall provide a total price for the annual edition of the statewide database. The total price shall include all costs for the creation of the statewide database based on 3.5 million bibliographic records, authority control, producing the master CD-ROM discs, 400 copies of the CD-ROM product, two magnetic 1600 bpi ASCII tape copies, providing 400 copies of the software documentation/user manual, software license, training, etc. The offeror shall provide a price for each additional copy of the CD-ROM product and software documentation/user manual in excess of 400 copies. The offeror shall also provide a price per bibliographic record in excess of 3.5 million bibliographic records. The offeror shall provide firm, fixed prices for the Original Contract Period and maximum prices for each extension period.

Annual Edition of the Statewide Database:

a. Original Contract Period:	\$ 119,000	total
b. First Extension Period:	\$ 124,000	total
c. Second Extension Period:	\$ 129,000	total
d. Third Extension Period:	\$ 134,000	total

CD-ROM Product and Software Documentation/User Manual in excess of 400 copies:

a. Original Contract Period:	\$ 210	per copy
b. First Extension Period:	\$ 220	per copy
c. Second Extension Period:	\$ 230	per copy
d. Third Extension Period:	\$ 240	per copy

Bibliographic Record in excess of 3.5 million bibliographic records:

a. Original Contract Period:	\$ 0	per record
b. First Extension Period:	\$ 0	per record
c. Second Extension Period:	\$ 0	per record
d. Third Extension Period:	\$ 0	per record

- B. **Statewide Database Supplement:** The offeror shall provide a total price for the statewide database supplement. The total prices shall include all costs for the creation of the statewide database supplement, producing the master CD-ROM discs, 400 copies of the CD-ROM product, two magnetic 1600 bpi ASCII tape copies, etc. The offeror shall also provide a price for each copy of the CD-ROM Product provided in excess of 400 copies. The offeror shall provide firm, fixed prices for the Original Contract and maximum prices for each extension period.

Statewide Database Supplement:

a. Original Contract Period:	\$ 80,000	total
b. First Extension Period:	\$ 84,000	total
c. Second Extension Period:	\$ 88,000	total
d. Third Extension Period:	\$ 92,000	total


AUTHORIZED SIGNATURE

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DATE

EXHIBIT A
PRICING PAGE CONTINUED

CD-ROM Product in excess of 400 copies:

a. Original Contract Period:	\$	<u>200</u>	per copy
b. First Extension Period:	\$	<u>210</u>	per copy
c. Second Extension Period:	\$	<u>220</u>	per copy
d. Third Extension Period:	\$	<u>230</u>	per copy

C. Customized Changes: The offeror shall provide a price per hour for providing customized changes in the search software pursuant to the state agency's request. The offeror shall provide a firm, fixed price for the original contract period and a maximum price for each extension period.

a. Original Contract Period:	\$	<u>100</u>	per hour
b. First Extension Period:	\$	<u>100</u>	per hour
c. Second Extension Period:	\$	<u>100</u>	per hour
d. Third Extension Period:	\$	<u>100</u>	per hour

D. Spinoff Product: The offeror shall provide a price per record for the creation of a spinoff product on a CD-ROM disc and a 9 Track Tape. The offeror shall provide a price CD-ROM Disc and per 9 Track Tape. The offeror shall provide a firm, fixed price of the original contract period and a maximum price for each extension period.

		Minimum \$250;		
	a.	Maximum \$2,500		Dependent on # of discs
CD-ROM Disc	a. Original Contract Period:	\$	<u>0.01</u>	per record \$ <u> </u> per disc
	b. First Extension Period:	\$	<u>same as a.</u>	per record \$ <u>same</u> per disc
	c. Second Extension Period:	\$	<u>same as a.</u>	per record \$ <u>same</u> per disc
	d. Third Extension Period:	\$	<u>same as a.</u>	per record \$ <u>same</u> per disc

9 Track Tape		Minimum \$250; \$20/5000 records		
	a. Original Contract Period:	\$	<u> </u>	per record \$ <u>N/A</u> per disc
	b. First Extension Period:	\$	<u>same as a.</u>	per record \$ <u>N/A</u> per disc
	c. Second Extension Period:	\$	<u>same as a.</u>	per record \$ <u>N/A</u> per disc
	d. Third Extension Period:	\$	<u>same as a.</u>	per record \$ <u>N/A</u> per disc

E. Shelflist: If proposed, the offeror must provide a price per record for the creation of a machine readable catalog record from printed shelflist in USMARC format. The offeror shall provide a firm fixed price for the original contract period and a maximum price for each extension period.

a. Original Contract Period:	\$	<u>.50</u>	per record
b. First Extension Period:	\$	<u>.55</u>	per record
c. Second Extension Period:	\$	<u>.60</u>	per record
d. Third Extension Period:	\$	<u>.65</u>	per record

F. The offeror must provide a total price per library for any additional hardware needed to operate the search software. The total price shall include the cost of the equipment and installation. The offeror shall provide a firm fixed price for the original contract period and a maximum price for each extension period.

a. Original Contract Period:	\$	<u>N/A</u>	per record
b. First Extension Period:	\$	<u>N/A</u>	per record
c. Second Extension Period:	\$	<u>N/A</u>	per record
d. Third Extension Period:	\$	<u>N/A</u>	per record

The firm, fixed prices stated above are provided in accordance with the terms and conditions of RFP B201148.

Robert A. Rice

January 30, 1993

EXHIBIT B

PRICE ANALYSIS

Annual Edition of the Statewide Database

1. Creation of the Statewide Database	\$ 0
2. Authority Control	\$ 0.01/record = \$35,000
3. Producing the Master CD-ROM Disc	\$ 0
4. 400 Copies of the CD-ROM Product	\$ 200 each = \$80,000
5. Two magnetic 1600 bpi ASCII tape copies	\$ 0
6. 400 Copies of the Software Documentation User Manual	\$ 10 each = \$4,000
7. List Other:	
Training: not required, but if	\$ _____
desired by Missouri State Library	\$ _____
is available at \$300 per day plus expenses	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL (See price quoted for 00001 on the Pricing Page)	\$ 119,000

Statewide Database Supplement

1. Creation of the Statewide Database	\$ 0
2. Producing the Master CD-ROM Disc	\$ 0
3. 400 Copies of the CD-ROM Product	\$ 200 each = \$80,000
4. Two magnetic 1600 bpi ASCII tape copies	\$ 0
7. List Other:	
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
TOTAL (See price quoted for 00003 on the Pricing Page)	\$ 80,000



AUTHORIZED SIGNATURE

January 30, 1992

DATE

APPENDIX F

EXAMPLE OF A COST ANALYSIS OF STATEWIDE DATABASES
BY FORMAT - MICROFICHE, CD-ROM, ON-LINE, AND OCLC.

Cost of State Database on Microfiche

	UNIT COST	OCLC USERS		MITINET WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
ONE TIME EQUIPMENT STARTUP COSTS						
Microfiche readers	\$150,000	0	\$0,000	0	\$0,000	\$0,000
ANNUAL COSTS						
Equipment Maintenance/Other						
OCLC						
M300 maintenance/year	\$432,000	68	\$29,376,000			\$29,376,000
Terminal maintenance/year	\$540,000	91	\$49,140,000			\$49,140,000
Modem (Leased Line)/year	\$780,000	72	\$56,160,000			\$56,160,000
System service fee/year	\$336,000	152	\$51,072,000			\$51,072,000
Dial access password/year	\$248,000	48	\$11,904,000			\$11,904,000
Dial access/cataloging/hrs.	\$9,600	2,964	\$28,454,400			\$28,454,400
Basic service fee	\$50,000	84	\$4,200,000			\$4,200,000
On-going support	11.7%		\$106,894,836			\$106,894,836
Production of Records (Library)						
Current cataloging						
OCLC						
Prime time	\$1,390	263,200	\$365,848,000			\$365,848,000
Non-prime time	\$1,170	147,069	\$172,070,730			\$172,070,730
Credits	(\$0,500)	85,830	(\$42,915,000)			(\$42,915,000)
MITINET						
MARC fiche/year	\$90,000			200	\$18,000,000	\$18,000,000
Supplement/year	\$95,000			200	\$19,000,000	\$19,000,000
Retrospective conversion						
OCLC						
Prime time	\$1,170	6,151	\$7,196,670			\$7,196,670
Non-prime time	\$0,300	377,767	\$113,330,100			\$113,330,100
Microcon	\$0,340	295,437	\$100,448,580			\$100,448,580
MITINET	\$0,000				\$0,000	\$0,000
GPO			\$2,000,000		\$2,000,000	\$4,000,000
Database Maintenance						
Add unique MARC records	\$0,070	240,000	\$16,800,000	50,000	\$3,500,000	\$20,300,000
Add non-MARC records	\$0,200			25,000	\$5,000,000	\$5,000,000
Update/change records	\$0,000					\$0,000
Delete records	\$0,000					\$0,000
Correct errors	\$0,000					\$0,000
Delete duplicate records						\$0,000
LCCN consolidation/indexes	\$0,005				\$20,400,000	\$20,400,000
Extraction support/year	\$6,000,000				\$6,000,000	\$6,000,000

Cost of State Database on Microfiche (continued)

	UNIT COST	OCLC USERS		MITNET/WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
Software Development/Maintenance						
Annual salary (programmer)	\$29,465.356				\$29,465.356	\$29,465.356
Administration						
Annual salary (database manager)	\$18,925.235				\$18,925.235	\$18,925.235
LTE recordkeeping	\$8,802.590				\$8,802.590	\$8,802.590
Training/Consultation						
Annual salary (database manager)	\$18,925.235				\$18,925.235	\$18,925.235
Other (Annual)						
Supplies	\$4,100.000				\$4,100.000	\$4,100.000
Archival tapes	\$1,000.000		\$1,000.000			\$1,000.000
MACC transmission	\$6,000.000				\$6,000.000	\$6,000.000
Travel	\$5,000.000				\$5,000.000	\$5,000.000
Statistics	\$500.000				\$500.000	\$500.000
Products from Whole Database						
Tapes	\$1,200.000				\$1,200.000	\$1,200.000
Microfiche						
Master/title/copy	\$0.032			2,700,000	\$86,400.000	\$86,400.000
Copies/per set of fiche	\$554.000	100	\$55,400.000	400	\$221,600.000	\$277,000.000
TOTAL (ONE TIME EQUIPMENT)			\$ 0.000		\$ 0.000	\$ 0.000
TOTAL ANNUAL OCLC			\$1,053,180.316			\$1,053,180.316
TOTAL ANNUAL BRODART/OTHER			\$ 73,200.000		\$ 474,818.917	\$ 548,018.917
STATE MICROFICHE PROJECT TOTAL			\$1,126,380.316		\$ 474,818.917	\$1,601,199.233

PRODUCTS FOR LIBRARIES

Products from Database Subset

Tapes (archival) None
Tapes (deduped) per title/.005
Microfiche Varies
Microfilm Varies
CD-ROM Varies

WISCAT Tapeload

Initial/OCLC number \$0.120 2,100,000 \$252,000.000
Initial unique \$0.200 600,000 \$120,000.000
Annual Combination 315,000 \$41,000.000

Notes for Costs of Database on Microfiche

All costs are based on actual costs of the current project.

Participation:

OCLC users include 100 libraries which currently have online access. Processing center users are listed under WISCAT/MITINET for all costs besides cataloging because this is the current format used to supply them with bibliographic and holdings information. This distinction is not important for this scenario, but this assignment is consistent with that used in the other scenarios. There are 400 WISCAT/MITINET users.

Equipment:

A microfiche reader is needed to use the WISCAT microfiche. It is assumed that all current users of WISCAT have this equipment.

Production of records:

OCLC libraries contribute records through use of the OCLC system and these records are added to the database by processing OCLC archival tapes. Other libraries add records through use of MITINET or through tapeload of records from other automated systems. Costs of adding both OCLC and MITINET transactions to the database are listed under database maintenance. Production of records using either method also involves labor costs which are not listed here.

The cost of computer transactions and other items are listed in this budget. OCLC costs are based on actual OCLC usage for 1985/86 and prices are for 1986/87. While OCLC costs are usually paid for locally, the costs are included here to show all costs associated with the project.

The MARC fiche allow MITINET libraries to use bibliographic records in the Library of Congress MARC file which are not on the WISCAT database. Currently libraries share use of the MARC fiche, therefore fiche are only bought for 1/2 of the libraries participating.

Costs for retrospective conversion including labor have been kept as a result of tracking LSCA projects. Use of OCLC has averaged \$.66 per transaction and use of MITINET has averaged \$.36 per transaction when labor is taken into account.

Database maintenance:

While bibliographic records can be added from a variety of sources, only the addition of unique records incurs a cost. Once a record is in the database, there is no charge to add holdings from another library or to make changes to that record.

Local products:

Local products can be created after records are extracted from the database. Extraction costs are not charged if local CD-ROM or COM products are produced. There is an extraction charge for tape products if the database(s) to be extracted do not equal 100,000 titles. Support for smaller database extraction is included under MITINET since these libraries are most likely to have small databases.

Both OCLC and MITINET libraries can make extractions. Unit costs for products vary depending on the number of titles included.

For example, a small library with 2,500 titles will pay \$.07 per title for a microfiche or CD-ROM master and \$.00053 per title for microfiche copies. A large library with over 500,000 titles will pay \$.04 per title for a master and \$.000031 per title for microfiche copies. CD-ROM copies are based on disk: \$.15.00 per disk rather than title costs.

Notes on Purpose

- Development of an interlibrary loan tool for verification of specific titles and library holdings.

The microfiche is a very useful tool for interlibrary loan. The database includes records from a variety of types and sizes of libraries. Full bibliographic records are available to aid in identification of different editions and formats. Information on nearly 3 million titles and 10 million holdings are available.

The weakness of this format for interlibrary loan is that the material cannot be kept up-to-date instantaneously. Normally a database of this size would not be entirely updated more than annually. It would be possible to produce supplements.

- Development of a reference tool for verifying available information on specific subjects and verifying complex bibliographic citations.

The microfiche can be used for this purpose. Subject access is available, since a separate subject section has been created.

- Development of a database which could be used by libraries to create machine-readable bibliographic records for use in local and area level automation projects.

The database from which the microfiche is created allows for records to be contributed from a variety of sources. Records can be extracted from this database for a single library or a group of libraries. Subsets of the database can be produced on tape, COM, or CD-ROM format. Statewide prices have or could be negotiated for any of the above formats. The bibliographic records extracted will be the master records in the database and will not contain each library's bibliographic variations. The detailed holdings statement will contain each library's variations.

- Development of a tool which could be used as a guide for selecting miscellaneous pieces of cataloging information: such as call numbers, subject headings, correct main entries, cataloging information, catalog card filing rules, and other information.

The bibliographic records on the microfiche would contain all of the above information.

- Development of a catalog which could be used by local libraries as a backup to local online circulation systems or library catalogs.

Libraries currently use the microfiche to locate titles in their collections when online systems are not operating. Purchasing copies of the statewide fiche is often more cost effective than creating a local fiche.

- Development of a tool which could be used as a primary source of current cataloging information.

This WISCAT microfiche does not serve as an efficient means of providing current cataloging. The database will not be up-to-date unless supplements are produced. The information may be useful at the time the database is produced but will become decreasingly so as time passes. Libraries can create current machine-readable catalog records using the LC MARC fiche and MITINET/retro but cannot produce cards in this process. Cards can be produced using MITINET/ marc and ULTRACARD MARC on an IBM-PC. However, it will not be cost effective to produce all records in this fashion and may not provide satisfactory input into the database as duplicate records could be created and go undetected.

Other Comments

The WISCAT tapes received from Brodart could be loaded into OCLC at a cost of \$324,000. OCLC would read each record on the tape and set a three letter code for each library listed. It is not clear how these records would be updated on OCLC if holdings changed. OCLC cannot currently process MITINET transactions. Detailed holdings information (call number, copies, etc.) would not be entered into OCLC. If the tapes are loaded into OCLC, only OCLC libraries would have access to the records via OCLC. In this case, OCLC libraries might not need a copy of the CD-ROM equipment or a copy of the CD-ROM disks.

Cost of State Database Online Using OCLC

	UNIT COST	OCLC USERS		MITINET/WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
ONE TIME EQUIPMENT STARTUP COSTS						
Leased line users						
M300 microcomputer	\$3,015.00	0	\$0.00	25	\$75,375.00	\$75,375.00
Printer/cables	\$358.00	0	\$0.00	25	\$8,950.00	\$8,950.00
Dialup users						
Microcomputer	\$1,405.17	0	\$0.00	375	\$526,938.75	\$526,938.75
Printer/cables	\$358.00	0	\$0.00	375	\$134,250.00	\$134,250.00
Modem	\$371.00	0	\$0.00	375	\$139,125.00	\$139,125.00
Software	\$30.00	0	\$0.00	375	\$11,250.00	\$11,250.00
OCLC profiling: full user	\$150.00	0	\$0.00	335	\$50,250.00	\$50,250.00
ANNUAL COSTS						
Equipment Maintenance						
M300 maintenance/year	\$432.00	68	\$29,376.00	25	\$10,800.00	\$40,176.00
Terminal maintenance/year	\$540.00	91	\$49,140.00	0	\$0.00	\$49,140.00
Modem (leased line)/year	\$780.00	72	\$56,160.00	25	\$19,500.00	\$75,660.00
System service fee/year	\$336.00	152	\$51,072.00	25	\$8,400.00	\$59,472.00
Production of Records (Library)						
Current cataloging						
Prime time	\$1.39	263,200	\$365,848.00	837,500	\$1,164,125.00	\$1,529,973.00
Non-prime time	\$1.17	147,069	\$172,070.73	0	\$0.00	\$172,070.73
Credits	(\$0.50)	85,830	(\$42,915.00)	0	\$0.00	(\$42,915.00)
Catalog cards	\$0.054	4,706,756	\$254,164.82	4,187,500	\$228,125.00	\$480,289.82
Retrospective conversion						
Prime time	\$1.17	6,151	\$7,196.67	0	\$0.00	\$7,196.67
Non-prime time	\$0.30	377,767	\$113,330.10	1,005,000	\$301,500.00	\$414,830.10
Microcon	\$0.34	295,437	\$100,448.58	0	\$0.00	\$100,448.58
Online Access						
Telecommunications						
Leased line/year	\$1,680.00	112	\$188,160.00	25	\$42,000.00	\$230,160.00
Dialup						
Password authorization/year	\$248.00	48	\$11,904.00	375	\$93,000.00	\$104,904.00
Catalog & search charge/hr.	\$6.99	2,964	\$20,718.36	104,520	\$730,594.80	\$751,313.16
Searching charge/hr.	\$6.99	0	\$0.00	3,120	\$21,808.80	\$21,808.80
Searching transactions						
Searches (A/T)/threshold	\$0.06	842,600	\$50,556.00	611,900	\$36,714.00	\$87,270.00
Searches/holdings	\$0.15	196,420	\$27,963.00	502,000	\$75,300.00	\$103,263.00
Administration						
COWL Basic service fee	\$50.00	84	\$4,200.00	400	\$20,000.00	\$24,200.00

Cost of State Database Online Using OCLC (continued)

	UNIT COST	OCLC USERS		MITNET/WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
Training, Consultation/Support						
Initial training	\$1,000.00	0	\$0.00	400	\$400,000.00	\$400,000.00
On-going support	11.7%		\$145,919.94		\$226,449.29	\$372,268.13
Products from Whole Database						
Archive tapes/annual						
Per record charges	\$0.035	12,000	\$420.00			\$420.00
	\$0.030	48,000	\$1,440.00			\$1,440.00
	\$0.028	180,000	\$5,040.00			\$5,040.00
	\$0.023	360,000	\$8,280.00			\$8,280.00
	\$0.019	507,933	\$9,650.73			\$9,650.73
	\$0.015	0.00	\$0.00	1,237,500	\$18,562.50	\$18,562.50
	\$0.014	91,934	\$1,287.08			\$1,287.08
Per tape charge	\$35.000	67	\$2,345.00	4	\$140.00	\$2,485.00
Per "frequency" charge	\$55.000	12	\$660.00			\$660.00
TOTAL (ONE TIME EQUIPMENT)			\$0.00		\$946,138.75	\$946,138.75
TOTAL ANNUAL			\$1,634,334.91		\$3,395,019.39	\$5,029,354.30
ONLINE ACCESS PROJECT TOTAL			\$1,634,334.91		\$4,341,158.14	\$5,975,493.05

PRODUCTS FOR LIBRARIES

Products from Database Subset

Tapes (archival)	None		
Tapes (deduped)	per title/.005		
Microfiche	Varies		
CD-ROM	Varies		
Local database storage	per title/.005		
Interlibrary loan transmission			
Produces	\$0.99		
Referrals	\$0.99		
Holdings display use	\$0.15		
Lending credit	(\$0.20)		
Serials union list holdings	\$0.06		
Microenhancer software	\$275.00		
Serials union list			
Holdings data creation	\$0.24		
Holdings updates	\$0.07		
Start up fees	\$340.00		
Subject searching/BRS			
Connect hour	\$56.00		
Citations	\$0.14		
WISCAT Tapeload			
Initial OCLC number	\$0.120	2,100,000	\$252,000.000
Initial/unique	\$0.200	600,000	\$120,000.000

Notes for Costs of OCLC Online Database

Costs for OCLC libraries are based on the number of transactions or units used or in place in 1985-86 times the costs per transactions or units for 1986-87. Costs for MITINET libraries are based on unit costs multiplied by the estimated number of units in the cost scenario document.

Participation:

OCLC library costs are based on the current level of equipment and activity. MITINET/WISCAT library costs are based on a single terminal per library. Costs are based on 85 OCLC libraries and 25 MITINET/WISCAT libraries using leased lines and 15 OCLC libraries and 375 MITINET/WISCAT libraries using dialup lines. OCLC processing center libraries receive cataloging through the processing center, but have online access for searching.

Equipment:

OCLC libraries use M300 terminals (microcomputer) or older model terminals as already installed. Dialup users use IBM-PC equipment at state contract costs. This equipment includes a standard IBM-PC (256K) with monitor, keyboard, cables, printer and modem. Apple or IBM-PC compatible equipment would be cheaper. Many libraries already have equipment which could be used, however, costs are figured as if all libraries bought equipment for this purpose. All MITINET libraries already have Apple or IBM terminals which could be used for this purpose if the level of searching does not interfere with other services.

Production of records and data input:

All production of records would be accomplished online via the OCLC database. The 65 OCLC processing center libraries receive current cataloging and retrospective conversion services through the processing center library and the costs are included in the OCLC column for cataloging.

Database maintenance:

Ongoing database maintenance for OCLC is built into the production of records costs incurred by each library when a record is used for the first time.

Telecommunications:

It is assumed that libraries using the dialup connection to catalog will spend 26 hours per month using OCLC. Processing center libraries which do not catalog or do retrospective conversion will spend 4 hours per month using OCLC. Subject searching is not included as this cannot be done on OCLC.

Administration/training/consultation/support:

The category for on-going support covers costs for all of the above items and is put under training because this is the predominate purpose. This cost is figured as a percentage of costs associated with annual equipment maintenance, production of records, and searching costs. Telecommunications, equipment costs, training and other items are not included.

Products from the whole database:

At the present time, OCLC is developing two types of CD-ROM products. The first is a Reference CD-ROM, the second is a cataloging CD-ROM which has an online connection for batch uploading or records. Both products will contain portions of the OCLC database. No cost, production schedule or specific product description information are yet available. It is not known whether OCLC will be able to produce custom CD-ROM from individual library or statewide databases even if all holdings are in OCLC.

Local products:

OCLC produces archival tapes which contain a copy of each record created each time the system is used. These tapes contain duplicate records for the same title and must be "deduped" prior to being used in any automated system. They are also in OCLC MARC format rather than LC MARC format. There is often an added cost to carry out this process prior to loading a record into a local system.

OCLC does not produce microfilm or microfiche from the bibliographic database. Microfiche can be produced from the serials union list only. CD-ROM products are not currently produced for individual libraries or groups of libraries. Tapes are not produced for customized output which can be loaded into other vendors systems or microcomputer systems. Libraries can contract with other vendors to process OCLC archival tapes and produce microfilm, microfiche, CD-ROM or customized tape products. Each library would have to do this individually as this process would not be covered by a statewide contract under this scenario.

Notes on Purposes

- Development of an interlibrary loan tool for verification of specific titles and library holdings.

The OCLC database contains 14 million records with holdings for libraries throughout the country. A directory contains interlibrary loan policies for the libraries with holdings in the database. An online interlibrary loan system allows for the completion of both verification and request transmission processes. Costs for verification of requests are included under searching and display holdings charges. Costs of using the interlibrary loan subsystem are not included in this analysis.

- Development of a reference tool for verifying available information on specific subjects and verifying complex bibliographic citations.

The database contains full bibliographic records which can be used for verification of complex citations. Since the database is very large and up-to-date, most citations are likely to be found.

Subject access is not available on the OCLC online system. Subject access to a portion of the OCLC file which may not contain all the holdings of any individual library is available through BRS. The costs of searching BRS are not included in this analysis.

- Development of a database which could be used by libraries to create machine-readable bibliographic records for use in local and area level automation projects.

Bibliographic records and holdings cannot be extracted directly from the OCLC database. Records of each transaction are produced on archival tapes. WILS receives monthly archival tapes from OCLC containing the records of all OCLC users. These tapes are maintained by the UW-Madison Administrative Data Processing Department (ADP). Extractions can be made from the archival tapes by ADP. This cost will normally not exceed \$400 and varies depending on the number of records extracted.

These archival tapes must be processed by a vendor prior to loading the records into most local systems. Many vendors of mini-computer systems can process these records, but there may be an added cost to do so. Microcomputer vendors frequently cannot process these OCLC archival tape records. The costs of processing archival tapes are not included in this cost analysis.

Some vendors have the capability of loading records individually from the OCLC online system to the local system. This process requires purchase of additional equipment and the cost of doing this is not provided in this cost analysis.

- Development of a tool which could be used as a guide for selecting miscellaneous pieces of cataloging information, such as call numbers, subject headings, correct main entries, catalog card filing rules, and other information.

The database contains all of the above information and could be used for this purpose.

- Development of a tool for use in selection of materials for library collections.

The size of the database makes OCLC a good source of information on the availability of titles and can be used to determine if purchases are needed.

OCLC also has both an online and a microcomputer based acquisitions system which facilitates the ordering process, including direct transmission of orders to many jobbers. The costs of the acquisition are not included in this cost analysis.

- Development of a catalog which could be used by local libraries as a backup to local online circulation systems or library catalogs.

Although OCLC could be used as backup to local online circulation systems or online catalogs, its value for this purpose is limited because the database contains only master records. Call numbers and other local modifications are not shown on the online system. Also only three-letter symbols are shown on the online system so internal four-letter code information is not available online.

- Development of a catalog which could be used by library users to supplement local library catalogs.

Some OCLC libraries have OCLC terminals in their public access areas for staff and patron use.

- Development of a tool which could be used as a primary source of current cataloging information.

The primary purpose of the OCLC system is shared cataloging. Cataloging is the foundation upon which all the other features of the system are built. Through the cataloging process, a database for verification and interlibrary loan is created. Libraries may make modifications to records in the database and these modifications are kept on the archival tapes.

Cost of State Database Online Using Brodart

	UNIT COST	OCLC USERS		MITNET WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
ONE TIME EQUIPMENT STARTUP COSTS						
Leased line users						
Technical services terminal	\$2,384.00	159	\$379,056.00	25	\$59,600.00	\$438,656.00
Printer and adapter	\$1,400.00	85	\$119,000.00	25	\$35,000.00	\$154,000.00
Cluster adapter (multiple term.)	\$500.00	47	\$23,500.00	0	\$0.00	\$23,500.00
Modem	\$4,450.00	85	\$378,250.00	26	\$115,700.00	\$493,950.00
Software	\$0.00	85	\$0.00	25	\$0.00	\$0.00
Installation	\$680.00	85	\$57,800.00	25	\$17,000.00	\$74,800.00
Dialup users						
Microcomputer	\$1,405.17	15	\$21,077.55	375	\$526,938.75	\$548,016.30
Printer/cables	\$358.00	15	\$5,370.00	375	\$134,250.00	\$139,620.00
Modem	\$371.00	15	\$5,565.00	375	\$139,125.00	\$144,690.00
Software	\$150.00	15	\$2,250.00	375	\$56,250.00	\$58,500.00
ANNUAL COSTS						
Equipment Maintenance						
Technical services terminal/year	\$312.00	159	\$49,608.00	25	\$7,800.00	\$57,408.00
Printer	\$252.00	85	\$21,420.00	25	\$6,300.00	\$27,720.00
Cluster adapter/year	\$120.00	47	\$5,640.00	0	\$0.00	\$5,640.00
Modem (leased line)/year	\$360.00	85	\$30,600.00	25	\$9,000.00	\$39,600.00
Software	\$0.00	85	\$0.00	25	\$0.00	\$0.00
Production of Records (Library)						
Current cataloging						
Transactions	\$0.00	496,099	\$0.00	837,500	\$0.00	\$0.00
Catalog cards	\$0.04	4,706,756	\$188,270.24	4,187,500	\$167,500.00	\$355,770.24
Storage/year	\$0.005	496,099	\$2,480.50	837,500	\$4,187.50	\$6,668.00
Retrospective conversion						
Transactions	\$0.00	679,355	\$0.00	1,005,000	\$0.00	\$0.00
Storage/year	\$0.005	679,355	\$3,396.78	1,005,000	\$5,025.00	\$8,421.78
Database Maintenance						
Add unique records	\$0.07	240,000	\$16,800.00	50,000	\$3,500.00	\$20,300.00
Add non-MARC records	\$0.20			25,000	\$5,000.00	\$5,000.00
Update/change records	\$0.00					
Delete records	\$0.00					
Correct errors	\$0.00					
Delete duplicate records						
LCCN consolidation/indexes	\$0.005				\$20,400.00	\$20,400.00
GPO			\$2,000.00		\$2,000.00	\$4,000.00
Storage costs/month	\$10,000.00				\$120,000.00	\$120,000.00
Extraction support/annual	\$6,000.00				\$6,000.00	\$6,000.00

Cost of State Database Online Using Brodart (continued)

	UNIT COST	OCLC USERS		MITNET WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
Online Access						
Telecommunications						
Leased line						
Main drop/per month	\$1,200.00				\$14,400.00	\$14,400.00
Multi-drop lines/per month	\$330.00	85	\$336,600.00	25	\$99,000.00	\$435,600.00
Port access/per month	\$250.00	85	\$255,000.00	25	\$75,000.00	\$330,000.00
Dialup						
Tymnet ports/per 8/month	\$1,600.00	15	\$36,000.00	375	\$900,000.00	\$936,000.00
Logon/port access/month	\$182.00	15	\$32,760.00	375	\$819,000.00	\$851,760.00
Phone charges	\$7.00	15	\$34,020.00	375	\$850,500.00	\$884,520.00
Transaction Costs	\$0.00	1,029,020	\$0.00	621,000	\$0.00	\$0.00
Administration						
Salary & f.b. (db manager/year)	\$37,850.47				\$37,850.47	\$37,850.47
LTE quality control	\$8,802.59				\$8,802.59	\$8,802.59
Training/Consultation						
Salary & f.b. (trainer/cons/year)	\$26,516.64				\$26,516.64	\$26,516.64
Training from Brodart	\$500.00		\$1,000.00		\$3,000.00	\$4,000.00
Other (Annual)						
Supplies	\$4,100.00				\$4,100.00	\$4,100.00
Travel	\$10,000.00				\$10,000.00	\$10,000.00
Statistics	\$500.00				\$500.00	\$500.00
Products from Whole Database						
Tapes	\$1,200.00				\$1,200.00	\$1,200.00
TOTAL (ONE TIME EQUIPMENT)			\$ 957,606.00		\$1,027,613.75	\$1,985,219.75
TOTAL ANNUAL						
ONLINE ACCESS PROJECT TOTAL			\$1,973,201.51		\$4,234,195.95	\$6,207,397.46

PRODUCTS FOR LIBRARIES

Products from Database Subset

Tapes (archival)	None
Tapes (deduped)	per title/.005
Microfiche	Varies
CD-ROM	Varies
Local database storage	per title/.005

Notes for Costs of Brodart Online Database

All costs are based on estimates made by Brodart. Actual costs would be obtained through a bid process and might well be less than listed here.

Participation:

It is assumed that new equipment would be purchased for all libraries. Costs are provided based on all OCLC libraries having the number of terminals they now have and WISCAT/MITINET libraries having a single terminal or microcomputer for use of the system. It is assumed that all libraries would have online access to the database either through use of leased lines or dialup lines. Costs are based on 85 OCLC libraries and 25 MITINET/WISCAT libraries using leased lines and 15 OCLC libraries and 375 MITINET/WISCAT libraries using dialup lines.

Equipment:

The equipment used by libraries with leased lines includes: a Telex terminal and printer and a 9600 baud modem. One extra modem is needed for San Diego. Installation includes equipment and phone line installation. IBM 3276 terminals may also be used. Terminals with security features for public and patron use are available at approximately the same price. The technical services equipment would allow libraries to search the database and input data into the database once authorization to do so is given. Microcomputers cannot now be used on leased lines, but Brodart is working on this capability.

Dialup users may use Apple or IBM computers and telecommunications software which emulates an IBM 3270 terminal (Crosstalk and Apple Access are recommended and it is not now known whether PC-Talk or ASCII Express will also work). The cost includes a standard IBM-PC (256K) with monitor, keyboard, cables, printer and modem. Apple or IBM-PC compatible equipment would be cheaper. Many libraries already have equipment which could be used; however, costs are figured as if all libraries bought equipment for this purpose. All MITINET libraries already have Apple or IBM terminals which could be used for this purpose if the level of searching does not interfere with other services.

Production of records and data input:

Libraries could have the capability of adding or updating records directly into the database. There are several reasons this may not be desirable from the point of view of the library or the state. The database contains a master record, and it may not be desirable from a quality control standpoint to give all users the authorization to change that record in the database directly. Brodart would create a workspace for records which are cataloged or changed.

It is assumed that all libraries will catalog on the system in this scenario. Libraries which use Brodart for cataloging and want to save local variations in the bibliographic record, must set up a separate database with Brodart. Local database storage costs are \$.005 per record. Catalog cards cost \$.04 per record.

MITINET/WISCAT users' transactions are figured on the basis of 400 libraries cataloging 2500 titles a year and doing 3000 retrospective conversions a year (total for 1985/86 divided by 400). It is assumed that all libraries would catalog using this system.

Database maintenance:

While bibliographic records can be added from many libraries, only the addition of unique records incurs a cost. Once a record is in the database, there is no charge to add holdings from another library or to make changes to that record. The cost of the addition of unique cataloging records is listed under database maintenance rather than cataloging.

Telecommunications:

Leased line costs are based on estimates of the cost of lines from AT&T. Actual line costs per library could vary depending on the location of the library. Average costs were used based on estimates for the entire state. Line costs might be less if the state contracted for leased line use as a part of the telephone contract, but this is not yet possible. A trunk line is necessary from Wisconsin (probably in La Crosse) to San Diego where the computer and database are located.

Dialup use does not incur phone line charges as Brodart uses an 800 number for this purpose. Telephone charges are included in the \$25 connect time cost. It is assumed that libraries will use 27 hours per month at \$25 per hour. At 15 hours a month, Brodart recommends using a leased line as this appears to be the breakeven point.

Training:

It is assumed in this scenario that Brodart would hold 6 workshops around the state for training. It is assumed that DLS staff would be hired to provide training as well.

Local products:

Local products can be created after records are extracted from the database. Extraction costs are not charged if local CD-ROM or COM products are produced. There is an extraction charge for tape products if the database(s) to be extracted do not equal 100,000 titles. Support for smaller database extraction is included under MITINET since these libraries are most likely to have small databases. Both OCLC and MITINET libraries can make extractions.

Unit costs for products vary depending on the number of titles included. For example, a small library with 2,500 titles will pay \$.07 per title for a microfiche or CD-ROM master and \$.00053 per title for microfiche copies. A large library with over 500,000 titles will pay \$.04 per title for a master and \$.000031 per title for microfiche copies. CD-ROM copies are based on disc (\$15 per disc) rather than title costs.

Notes on Purposes

- Development of an interlibrary loan tool for verification of specific titles and library holdings.

The database would contain over 2.7 million bibliographic records and over 10 million library holdings in Wisconsin. This database would be updated frequently and be more up-to-date than the WISCAT microfiche and probably more up-to-date than a potential CD-ROM product.

The database contains all four letter OCLC codes including internal library codes. Experienced OCLC users would find this useful. Non-

OCLC users may find it confusing as no translation of library names is used as on WISCAT.

The software does allow transmission of interlibrary loan requests to other libraries using the system.

- Development of a reference tool for verifying available information on specific subjects and verifying complex bibliographic citations.

The database contains full bibliographic records which can be used for verification of complex citations. In addition the search strategies are flexible and powerful. Subject access is available through searching subject headings or by key word searching.

- Development of a database which could be used by libraries to create machine-readable bibliographic records for use in local and area level automation projects.

Bibliographic records and holdings can be extracted from the database. Libraries can do retrospective conversion by searching the database online. Unique records can be added to the database using the cataloging/maintenance function and records can also be modified. Use of the cataloging/maintenance function requires knowledge of MARC fields and tags. The staff in many non-OCLC libraries are not currently familiar with MARC, and this would require extensive training to assure the records would be created properly. If the proper information is not entered in each MARC field, the machine-readable records will not process correctly in a future automated system.

- Development of a tool which could be used as a guide for selecting miscellaneous pieces of cataloging information: such as call numbers, subject headings, correct main entries, catalog card filing rules, and other information.

The database contains all of the above information and could be used for this purpose.

- Development of a tool for use in selection of materials for library collections.

The database would contain bibliographic records and holdings of 500 or more Wisconsin libraries and would be a very useful guide to determine whether or not items should be purchased depending on estimated use of the item.

- Development of a catalog which could be used by local libraries as a backup to local online circulation systems or library catalogs.

The Brodart software was designed specifically to be used as an online catalog for staff or patron searching. It is easy to use and has a number of fairly powerful searching capabilities. Hardware and software security features are available for staff or patron searching. It would be very useful as a backup to an online circulation system or catalog for finding bibliographic information. It would not keep track of circulation information. Only one user could use a single work station at a time. Depending on the frequency of use, more than one terminal might be needed for patron use.

- Development of a catalog which could be used by library users to supplement local library catalogs.

The software was specifically designed for online catalog use. It is possible to restrict searches to only the holdings of a single library so that the state union list could be used as a local library catalog.

- Development of a tool which could be used as a primary source of current cataloging information.

This software is not designed primarily for cataloging. Currently libraries can print shelf list cards on site, and Brodart has the ability to produce full sets of catalog cards as an offline service. Use of the system for cataloging requires knowledge of MARC fields and tags. Libraries which use the database for cataloging purposes and wish to keep local variations in the bibliographic records would need to set up separate databases with Brodart.

In this scenario, it is assumed that cataloging information would be kept online for one year only. Libraries could also keep their entire database online, but the cost would be much greater each year. Unless they plan to use their individual database online, it is assumed that transactions would be stored on tape after a year or loaded into a local automation system on a regular schedule. Interfaces may be available between Brodart and some circulation system vendors.

Brodart would need to update the database from the transactions created in a master workfile or the local databases. It is not clear how frequently this would be done. Separate databases are necessary to allow libraries to preserve local cataloging variations.

Other Comments

Since this scenario assumes that all current OCLC users would use this system, there is a large one-time equipment cost to replace all OCLC terminals and equipment. It is unlikely that this scenario would ever be implemented as outlined here. Many OCLC users would not want to change systems, and it would not be advantageous for all to do so. The OCLC database would contain many more records than the WISCAT database ever will contain and libraries will get a higher hit rate against that database.

This scenario includes costs for two services (interlibrary loan transmission and subject searching) which are not in the OCLC scenario costs. These services are included here, because they are included in the base costs of the service and there are not additional transaction costs associated with them.

Brodart currently does not have a system this large in operation. The costs as presented here, however, provide a conceptual view of the unit costs and the effect of applying them to a specified number of libraries.

Cost of State Database On Compact Disc

	UNIT COST	OCLC USERS		MITINET WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
ONE TIME EQUIPMENT STARTUP COSTS						
CD-ROM players (4)	\$2,700,000	100	\$270,000,000	400	\$1,080,000,000	\$1,350,000,000
Microcomputer	\$1,200,000	100	\$120,000,000	400	\$480,000,000	\$600,000,000
Printer/cables	\$358,000	100	\$35,800,000	400	\$143,200,000	\$179,000,000
Software	\$0,000	100	\$0,000	400	\$0,000	\$0,000
ANNUAL COSTS						
Equipment Maintenance/Other						
CD-ROM						
Player/Microcomputer/year	\$200,000	100	\$20,000,000	400	\$80,000,000	\$100,000,000
Software	\$0,000	100	\$0,000	400	\$0,000	\$0,000
OCLC						
M-300 maintenance/year	\$432,000	68	\$29,376,000			\$29,376,000
Terminal maintenance/year	\$540,000	91	\$49,140,000			\$49,140,000
Modem (leased line)/year	\$780,000	72	\$56,160,000			\$56,160,000
System service fee/year	\$336,000	152	\$51,072,000			\$51,072,000
Dial access password/year	\$248,000	48	\$11,904,000			\$11,904,000
Dial access/cataloging/hrs.	\$9,600	2,964	\$28,454,400			\$28,454,400
Basic service fee	\$50,000	84	\$4,200,000			\$4,200,000
On-going support	11.7%		\$106,894,836			\$106,894,836
Production of Records (Library)						
Current cataloging						
OCLC						
Prime time	\$1,390	263,200	\$365,848,000			\$365,848,000
Non-prime time	\$1,170	147,069	\$172,070,730			\$172,070,730
Credits	(\$0,500)	85,830	(\$42,915,000)			(\$42,915,000)
MITINET						
MARC fiche/year	\$90,000			200	\$18,000,000	\$18,000,000
Supplement/year	\$95,000			200	\$19,000,000	\$19,000,000
Retrospective conversion						
OCLC						
Prime time	\$1,170	6,151	\$7,196,670			\$7,196,670
Non-prime time	\$0,300	377,767	\$113,330,100			\$113,330,100
Microcon	\$0,340	295,437	\$100,448,580			\$100,448,580
MITINET	\$0,000				\$0,000	\$0,000
GPO			\$2,000,000		\$2,000,000	\$4,000,000
Database Maintenance						
Add unique MARC records	\$0,070	240,000	\$16,800,000	50,000	\$3,500,000	\$20,300,000
Add non-MARC records	\$0,200			25,000	\$5,000,000	\$5,000,000
Update/change records	\$0,000					\$0,000
Delete records	\$0,000					\$0,000
Correct errors	\$0,000					\$0,000
Delete duplicate records	\$0,000					\$0,000
LCCN consolidation/indexes	\$0,005				\$20,400,000	\$20,400,000
Extraction support/year	\$6,000,000				\$6,000,000	6,000,000

Cost of State Database On Compact Disc (continued)

	UNIT COST	OCLC USERS		MITINET WISCAT USERS		TOTAL COST for both Users
		Number of Units	Cost	Number of Units	Cost	
Online Access						
Telecommunications	\$0.000					\$0.000
Leased line						
Dialup						
Transaction costs	\$0.000					\$0.000
Software Development/Maintenance						
Annual salary (programmer)	\$29,465.856				\$29,465.856	\$29,465.856
Administration						
Annual salary (database manager)	\$18,925.235				\$18,925.235	\$18,925.235
LTE recordkeeping	\$8,802.590				\$8,802.590	\$8,802.590
Training/Consultation						
Annual salary (database manager)	\$18,925.235				\$18,925.235	\$18,925.235
Other (Annual)						
Supplies	\$4,100.000				\$4,100.000	\$4,100.000
Archival tapes	\$1,000.000		\$1,000.000			\$1,000.000
MACC transmission	\$6,000.000				\$6,000.000	\$6,000.000
Travel	\$5,000.000				\$5,000.000	\$5,000.000
Statistics	\$500.000				\$500.000	\$500.000
Products from Whole Database						
Tapes	\$1,200.000				\$1,200.000	\$1,200.000
CD-ROM						
Master/title/copy	\$0.032			2,700,000	\$86,400.000	\$86,400.000
Copies/per set of disks	\$60.000	100	\$6,000.000	400	\$24,000.000	\$30,000.000
TOTAL (ONE TIME EQUIPMENT)			\$ 425,800.000		\$1,703,200.000	\$2,129,000.000
TOTAL ANNUAL OCLC			\$1,053,180.316			\$1,053,180.316
TOTAL ANNUAL BRODART/OTHER			\$ 19,800.000		\$ 357,218.917	\$ 377,018.917
STATE COMPACT DISC PROJECT TOTAL			\$1,498,780.316		\$2,060,418.917	\$3,559,199.233

PRODUCTS FOR LIBRARIES

Products from Database Subset

Tapes (archival)	None
Tapes (deduped)	per title/.005
Microfiche	Varies
Microfilm	Varies
CD-ROM	Varies

WISCAT Tapeload			
Initial/OCLC number	\$0.120	2,100,000	\$252,000.000
Initial/unique	\$0.200	600,000	\$120,000.000
Annual	Combination	315,000	\$41,000.000

Notes for Costs of Compact Disc Database

All costs are based on estimates made by Brodart. Actual costs would be obtained through a bid process and might well be less than listed here.

Participation:

OCLC users include 100 libraries which currently have online access. Processing center users are listed under WISCAT/MITINET for all costs besides cataloging because this is the current format used to supply them with bibliographic and holdings information. This distinction is not important for this scenario, but this assignment is consistent with that used in the other scenarios. There are 400 WISCAT/MITINET users.

Equipment:

IBM-PC microcomputers and the four CD-ROM players are priced as they would be purchased through Brodart. The printer and cables are quoted at state purchasing prices. The microcomputer is a \$12K computer with one disk drive and a full keyboard. The price is based on purchase of 100 or more units. The price of both microcomputer and CD-ROM players is expected to decrease. It is also possible to use IBM or compatible equipment purchased through the state contract, but this does not appear to be cheaper at this time.

Production of records:

The bibliographic database to produce the CD-ROM is the same as the one used to produce the WISCAT microfiche. OCLC libraries contribute records through use of the OCLC system and these records are added to the database by processing OCLC archival tapes. Other libraries add records through use of MITINET or through tape load of records from other automated systems. Costs of adding both OCLC and MITINET transactions to the database are listed under database maintenance. Production of records using either method also involves labor costs which are not listed here.

The cost of computer transactions and other items are listed in this budget. OCLC costs are based on actual OCLC usage for 1985/86 and prices are for 1986/87. While OCLC costs are usually paid for locally, the costs are included here to show all costs associated with the project.

The MARC fiche allow MITINET libraries to use bibliographic records in the Library of Congress MARC file which are not on the WISCAT database. Currently libraries share use of the MARC fiche; therefore, fiche are only bought for 1/2 of the libraries participating.

Costs for retrospective conversion including labor have been kept as a result of tracking LSCA projects. Use of OCLC has averaged \$.64 per transaction and use of MITINET has averaged \$.36 per transaction when labor is taken into account.

Database maintenance:

While bibliographic records can be added from a variety of sources, only the addition of unique records incurs a cost. Once a record is in the database, there is no charge to add holdings from another library or to make changes to that record.

Online access:

Libraries using CD-ROM receive many of the benefits of using an online system such as online searching capabilities. However, there are no transaction costs for searching once the product is created. Since it is a fixed media, it also cannot be kept up to date in an online mode. There are no telecommunications costs.

Local products:

Local products can be created after records are extracted from the database. Extraction costs are not charged if local CD-ROM or COM products are produced. There is an extraction charge for tape products if the databases to be extracted do not equal 100,000 titles. Support for smaller database extraction is included under MITINET since these libraries are most likely to have small databases. Both OCLC and MITINET libraries can make extractions.

Unit costs for products vary depending on the number of titles included. For example a small library with 2,500 titles will pay \$.07 per title for a microfiche or CD-ROM master and \$.00053 per title for microfiche copies. A large library with over 500,000 titles will pay \$.04 per title for a master and \$.000031 per title for microfiche copies. CD-ROM copies are based on disk (\$.15 per disk) rather than title costs.

Notes on Purposes

- Development of an interlibrary loan tool for verification of specific titles and library holdings.

The CD-ROM would be a very useful tool for interlibrary loan. The database includes records from a variety of types and sizes of libraries. Library staff can update the records in the library and provide DLS with update transactions. The CD-ROM format allows more flexible searching patterns than the microfiche version of the catalog. Author, title, truncated, and keyword searching techniques are possible. Full bibliographic records are available to aid in identification of different editions and formats. Information on nearly 3 million titles and 10 million holdings are available.

Once a record has been identified on the CD-ROM it will be possible to write that record on a disk. These records can then be sent to the bulletin board system.

The weakness of this format for interlibrary loan is that the information cannot be kept up to date instantaneously. Supplement disks can be produced periodically and the entire database can be updated periodically. Normally a database of this size would not be entirely updated more than annually. It would be possible to produce supplements.

- Development of a reference tool for verifying available information on specific subjects and verifying complex bibliographic citations.

The CD-ROM database can be used for this purpose. Subject access can be obtained by searching subject heading information or by using the key word searching capabilities.

- Development of a database which could be used by libraries to create machine-readable bibliographic records for use in local and area level automation projects.

The database from which the CD-ROM product is created allows for records to be contributed from a variety of sources. Records can be extracted from this database for a single library or a group of libraries. Subsets of the database can be produced on tape, COM, or CD-ROM format. Statewide prices have or could be negotiated for any of the above format. The bibliographic records extracted will be the master record in the database and will not contain each library's bibliographic variations. The holdings statement will contain each library's variations.

- Development of a tool which could be used as a guide for selecting miscellaneous pieces of cataloging information: such as call numbers, subject headings, correct main entries, cataloging information, catalog card filing rules, and other information.

The bibliographic records on the CD-ROM would contain all of the above information.

- Development of a catalog which could be used by local libraries as a backup to local online circulation systems or library catalogs.

The CD-ROM workstation could serve as a workstation which could be used when an online system is not operating. The user would also be able to search in an online environment. The database would not be as up-to-date as the online catalog or circulation system and a means of supplementing this information might be necessary. However, a substantial portion of the information would be available. It is possible to limit searches to only the holdings of a single library so it would not be necessary for a patron or staff member to look at the state holdings unless this was judged to be desirable. Circulation information would not be available.

- Development of a tool which could be used by library users to supplement local library catalogs.

The CD-ROM format can be used as an online catalog for inhouse patron or staff use. The software has been specifically developed for this use. Searching techniques are flexible and easy to use. It is possible to search on a single library name or on a systemwide basis as well as a statewide basis.

- Development of a tool which could be used as a primary source of current cataloging information.

This system as costed out here will not serve as an efficient means of providing current cataloging in the traditional sense. The database will not be up-to-date unless supplements are produced. The information may be useful at the time the database is produced but will become decreasingly so as time passes. The software does not currently have the capability of printing catalog cards.

There are two ways in which libraries could supplement this system to provide cataloging services. The Bibliofile software and disks can be operated on the same equipment as a CD-ROM version of WISCAT. Libraries could subscribe to that system to obtain current cataloging.

Libraries can create current machine-readable catalog records using the LC MARC fiche and MITINET/retro but cannot produce cards in this process. Cards can be produced using MITINET/marc and ULTRACARD MARC on an IBM-PC. However, it will not be cost effective to produce all records in this fashion and may not provide satisfactory input into the database as duplicate records could be created and go undetected.

Other Comments

This option requires a large one-time investment in equipment. Once this investment is made, the on-going annual costs are less than those for the current microfiche project.

The OCLC costs listed are those which are paid for by local libraries to obtain the services of OCLC which libraries would continue to incur regardless of the existence of this project.

The WISCAT tapes received from Brodart could be loaded into OCLC at a cost of \$324,000. OCLC would read each record on the tape and set a three letter code for each library listed. It is not clear how these records would be updated on OCLC if holdings changed. OCLC cannot currently process MITINET transactions. Detailed holdings information (call number, copies, etc.) would not be entered into OCLC. If the tapes are loaded into OCLC, only OCLC libraries would have access to the records via OCLC. In this case, OCLC libraries might not need a copy of the CD-ROM equipment or a copy of the CD-ROM disks.

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