

360 MARC Updates OPAC Updating Service Keeps E-Resources Current



Ralph Brown Draughon Library

When Auburn University libraries first started adding e-resources in the late 90's, they bought small data packages with less than 100 titles from providers like JSTOR. An e-mail address was set up for patrons to report problems they encountered, and majority of the messages were about broken links, incorrectly listed titles and other issues related to search results. The staff found that they were unable stay on top of the work. Only one person was permanently assigned to serials, and even with help from students could not keep up.

Jack D. Fitzpatrick in the Cataloging Department says that in his opinion, "No research library realistically can do this kind of work themselves. Even with three or four people working full time, it's just not possible. We were reacting instead of being proactive." Before contracting with Serials Solutions, the library had a relationship with another vendor that simply repackaged data but it just duplicated processes the library could do on its own. At the same time, the state of Alabama set up the Alabama Virtual Library (AVL), which subscribes to large data providers like EBSCO and LexisNexis. Needing a better way to manage catalog records, Jack contacted Serial Solutions and evaluated test data from the 360 MARC Updates service, which provided the quality required to manage their catalog.

Auburn University subsequently subscribed to the Serials Solutions 360 Core, 360 Link, and 360 MARC Updates. According to Jack, "The 360 Services have enabled the library staff to keep up with the 'data forest' because Serials Solutions has accurate holdings data for large publishers and providers that the library staff simply could not keep current." 360 MARC Updates service ensures that the library's OPAC is a complete, centralized repository for all serials data. Now Auburn library patrons find specific e-resources anywhere in the collection and they receive consistent results no matter where they choose to start their search.

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Jack Fitzpatrick

"Just a couple of months into using the 360 services, we didn't remember how we used to do it!" laughs Jack. The staff in Jack's unit now works differently. Even though one person still spends a significant amount of time managing serials, the 360 MARC Updates service makes it much easier than cataloging from scratch. And anyone on the staff can access the Serials Solutions KnowledgeWorks knowledgebase or request help from Serials Solutions through the online Client Center.

Jack thinks that, "Not only has some of the work has been redistributed in a way that makes the unit more efficient but the cost of the Serials Solutions subscription also is less than one full time employee. Serials Solutions has been a real lifesaver – we've reduced costs and staff time and the catalog is a great deal more accurate than a year ago. It is much cleaner with a more precise list of subscriptions. The information available now is more accurate and represents what users need to access."

Find out more!

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