



Contributing Your Library's Holdings to reQuest

Section 1: Identifying the contribution method that applies to your library

There are several ways to contribute holdings to reQuest. Once you identify the method that applies to your library, you then need to follow the specific instructions for submitting data (Section 2). You do not need to become a formal participant in reQuest, or to use reQuest services, in order to have your library's holdings represented in reQuest. Also, there is no charge to put your holdings in reQuest.

If your library is already contributing to reQuest and plans to change your method of contribution (e.g., your library system changes), please contact the Statewide Library Catalog Coordinator to ensure that this change does not impact your ability to continue to contribute holdings to reQuest, and to update your profile.

Method 1

If your library is part of a regional network (BIBLIOMATION, CONNECT, GROTON/WATERFORD, LEAP, or LION), your network office submits your holdings to reQuest. As a member of the network, you do not need to do anything more to submit holdings to reQuest.

Method 2

This method allows libraries that do not have a local system to add their holdings to reQuest. For libraries that do have local systems, this method provides additional sources of MARC records for those systems. The principal cataloging services are:

- a) **reQuest/WebCAT (Holdings Maintenance)**: allows you to login and search reQuest for MARC records that match the items in your collection and add your call numbers to those records. reQuest contains 3.9 million MARC records. The record is then automatically added to the reQuest database and can also be downloaded with your holdings attached for use in a local system. You cannot create original records or edit existing records or access the LC MARC database (but you can use your local system to edit the records that you downloaded with WebCAT). WebCAT is accessed using your Web browser and does not require any client software.
- b) **OCLC/CatExpress (Holdings Maintenance)**: allows you to login and search OCLC WorldCat for MARC records that match the items in your collection and add your call numbers to those records. OCLC contains 54 million MARC records. There is an additional fee of \$0.921 per record to use this service, but you do not have to commit to a minimum number of records.

There is also the following service which is recommended *only* for experienced, professional catalogers:

- c) **AGCAT (Full Cataloging)**: allows you to log in and access MARC records in reQuest as well as in the LC MARC database, which contains approx. 8 million MARC records. You can create original records as well as edit existing records. All records can be downloaded with holdings attached for use in a local system. You also have access to the Library of Congress bibliographic and authority files, and can download them into your local system as well. AGCat is easily available using your Web browser and does not require any client software. There is an additional fee of \$350/year for this service.

Method 3

If you use a local system (Athena, Follett, III, Winnebago, etc.), you can use the MARC record export function on your local system to output your records/holdings so that they can be sent to Auto-Graphics for inclusion in reQuest. The records must be output in MARC21 format [<http://lcweb.loc.gov/marc>].

Section 2: Preparing to Submit Holdings and Registering for Services

To submit holdings to reQuest, libraries must complete the necessary profile forms and produce a machine-readable file of their holdings in MARC 21 format [<http://lcweb.loc.gov/marc>] to be processed by Auto-Graphics. Auto-Graphics prefers to receive data electronically (FTP), in lieu of handling physical media, but you may follow the specific guidelines for the contribution option identified by your library. Profile forms should be faxed (860-344-2556) or mailed to:

Attention: Gail Hurley, Statewide Library Catalog Coordinator
Connecticut Digital Library
786 South Main Street
Middletown, Connecticut 06457

Library holdings (if submitted on disk or tape*) should be sent to:

Attention: Amalia Gonzalez
Auto-Graphics, Inc.
3201 Temple Avenue
Pomona, California 91768-3200

*Auto-Graphics' technical requirements for physical media can be found at Input Data: Requisite Specifications and Information [www.iconn.org/documents/InputMediaRequirements.pdf].

Sending your library holdings to Auto-Graphics electronically via File Transfer Protocol (FTP):

Once you export your records from your local system into a file or files, you can electronically send these records to Auto-Graphics. The following are procedures to use with Internet Explorer, Netscape, or with FTP software. Please choose the appropriate method for your library.

A. PROCEDURE TO TRANSFER FILES USING A WEB BROWSER:

If you are using **Internet Explorer** CLICK on the following URL:

<ftp://ftprqst:rqg09t@ftp.auto-graphics.com>

Click and drag your files into the browser window, NOT into the (etc. or bin) folders. The file should then appear on Auto-Graphics' server.

If you are using **Netscape** CLICK on the following URL:

<ftp://ftprqst:rqg09t@ftp.auto-graphics.com>

It will bring you to a screen that reads "Current directory is"
Click on the File Menu then Click on Upload File.

B. PROCEDURE TO SEND FILES USING FTP SOFTWARE:

Hostname: ftp.auto-graphics.com

Login name: ftprqst

Password: rqg09t

To change to binary, type: binary

To transfer your file, type: put <yourfilename>

If you need to send multiple files, you can use "mput" in place of "put" and name which files to transfer.

LOGOFF PROCEDURE:

Once you are certain that you have transferred all files, end your FTP session:

Type: bye

C. FILE NAMING CONVENTIONS

[Your Unique reQuest Code].[date].[adds or deletes or full]

3 Examples:

RQST.062103.full [filename for a file containing the entire database]

RQST.062103.adds [filename for a file of add transactions]

RQST.062103.deletes [filename for a file of delete transactions]

After transferring your files, please notify Amalia Gonzalez at aeg@auto-graphics.com that you have sent the files and also provide the following information:

1. Filename(s)
2. Number of records submitted

Libraries using Method 1

As a member of a network, you do not need to complete any forms, or submit any individual holdings information. Your network office will complete/update the profile that describes your library's holdings in the network.

Libraries using Method 2

Libraries wishing to use any of the reQuest cataloging services must first register for these services by completing and returning to this office the Participation Agreement

[www.iconn.org/staff/documents/partagree.pdf] and Participation Form [www.iconn.org/staff/documents/partform.pdf]. You need to specify on the Participation Form which cataloging services you want to use. If you specify either WebCAT or AGCat, you must attend hands-on training on how to use these services. For an overview of what is covered in training, please visit www.iconn.org/staff/catalogingtraining.html. If you specify CatExpress, you must take the Web-based CatExpress Tutorial [www.oclc.org/support/training/catexpress/tutorial/default.htm], which you can take using any Internet-connected computer, and you must also complete the OCLC Profile Form [www.iconn.org/staff/documents/ocltape.pdf]. For further information about training, please contact the Statewide Library Catalog Coordinator. You will be contacted regarding training when we receive your completed Agreement and Participation forms. On the day that you complete training, cataloging services will be activated for your library.

Libraries using Method 3

If your library has a local system (Athena, Follett, III, Winnebago, etc.), you may contribute your local system records to reQuest. You must complete and return a Local System Profile Form [www.iconn.org/staff/documents/locsystpro.pdf]. The form tells Auto-Graphics how to process your data (including what MARC field your local call number is in, and any location codes your library uses). The instructions/contact information is listed at the beginning of Section 2 above. If you are contributing local system holdings for the first time, you must first submit a small sample (25 – 50 records) for testing. The sample should reflect the different types of records in your collection. If the test is positive, you will then be asked to export your entire catalog in MARC21 format [<http://lcweb.loc.gov/marc>] for submission to Auto-Graphics. Today, holdings from a wide variety of local systems are successfully contributed to reQuest.

Section 3: Keeping Your Holdings Up-to-Date in reQuest

CSL recommends that libraries and networks submit updates to reQuest on at least a monthly basis. It is further recommended that you export your entire database for each update as this is the most accurate and least complex method of updating reQuest. If that is not feasible, you can submit an update that consists of only the additions, deletions, or modifications you have made to your collection since the previous contribution. All updates must be in MARC21 format [<http://lcweb.loc.gov/marc>].

Libraries using Methods 1 and 2

It is recommended that each library and library network export its *entire* database for each update. This is the most accurate and least complex method of updating reQuest. If that is not feasible, you can submit an update that consists of only the additions, deletions, or modifications you have made to your collection since the previous contribution. Not every library system provides an automated method for submitting transactions, especially delete transactions. *You should contact your local system vendor to determine if and how you can create a monthly update.* Instructions for Athena, Follett and Endeavor/Voyager are available at <http://www.iconn.org/staff/cat.html>.

If you also obtain MARC records from a source such as Baker & Taylor, it is recommended that these records be loaded into your local system first, then exported from that system for submission to Auto-Graphics, in lieu of sending the Baker & Taylor records directly to Auto-Graphics.

Libraries using Method 2

Using any of the online cataloging services, your holdings in reQuest are updated on an ongoing basis.

To Contribute Holdings to the Connecticut Union List of Serials (CULS)

CULS is the Serials Catalog in reQuest. All holdings in CULS are derived directly from OCLC and are updated once annually through an annual tape extraction from OCLC (performed on July 5). You do not need to have access to OCLC to contribute your serials holdings to CULS. Your holdings can be cataloged for you on OCLC by the State Library. If you would like to contribute your holdings to CULS, please contact Janis Lefkowitz at the Connecticut State Library at 860-757-6591, or by e-mail at jlefkowitz@cslib.org.

Section 4: Minimum Quality Standards For Records Added to reQuest

Both introductory and comprehensive documentation about the MARC21 standard – which defines every field in a MARC record and for all formats - is now available online at <http://lcweb.loc.gov/marc>. For example, there is a tutorial on MARC21 at <http://lcweb.loc.gov/marc/umb>. Primary documentation on MARC21 is found at <http://lcweb.loc.gov/marc/marcdocz.html>, including the key *MARC21 Concise Format for Bibliographic Data* at <http://lcweb.loc.gov/marc/bibliographic/ecbdhome.html>.

The minimum cataloging standard for reQuest is the Core Record Standard [<http://lcweb.loc.gov/catdir/pcc/bibco.html>]. This standard, which is discussed in detail at reQuest Cataloging training, specifies the degree of completeness of bibliographic description based on MARC21. Whether you are cataloging records on your local system, or cataloging on reQuest, or acquiring records from an outside source, you should ensure that all your records conform to this standard.

All records submitted to reQuest from local systems are filtered by a program that excludes all *short records*, which the program defines as any records that do not contain *all* of the following information:

Field 245: Title

Field 260, 261 **or** 262: subfield b (Publisher) and subfield c (Date of Publication)

Field 300, 301, 302, 303, 304, 305, 306 (Physical Description) **or** 856

All records submitted to reQuest are also evaluated for internal data integrity. Records that do not adhere to minimum physical and logical data specifications (defined in Auto-Graphics' processing programs in accordance with MARC21) may be sent to an error file

for further analysis. Depending upon the nature of the variance, some records may subsequently be added to reQuest while other records may be rejected. Records with physical errors are always excluded because they cannot be processed. Records with logical errors may or may not be excluded depending upon the type of error. The document Physical and Logical Errors [www.iconn.org/documents/ErrorGlossary.pdf] includes a glossary of physical and logical error types together with procedures for documenting and correcting errors.

Other Important Technical Considerations Affecting Database Quality

1. All records submitted to reQuest are merged (deduplicated) with existing records in reQuest in accordance with the criteria described at www.iconn.org/documents/MatchingDuplicationCriteria-2004.pdf.
 - After two or more records are found to be a match, based on the above criteria, the program uses other criteria to determine which record will be used as the master record in the database. After this determination is made, all holdings from the matching records are consolidated onto the master record. The record(s) that were not selected as the master record are then discarded.
 - If the records being submitted to reQuest lack all the information (entered into the fields and subfields enumerated in these criteria) that are used to match incoming records with existing records, or if the information present is inaccurate, the incoming record's holdings may be consolidated onto the wrong existing record, or the incoming record may replace (upgrade) the wrong existing record. It is especially important, therefore, that all information provided in the MARC fields that are used for merging and deduplication, as described in the above document, and as noted below, is accurate.
2. To ensure that OCLC and non-OCLC records contributed from local systems and networks are merged into the database using the correct processing method, Auto-Graphics verifies that all OCLC records contain OCLC control numbers with the "ocm" prefix. Those records that do will be processed as OCLC records using the OCLC control number as the sole match point. Those records that do not will be processed as non-OCLC records. Exception: Since all Innovative Interfaces (III) systems apparently do not retain the "ocm" prefix, these OCLC records will be validated as OCLC records using other means.
3. Correctly cataloging the Leader of the MARC record – specifically, Positions 6 (Type of Record) and 7 (Bibliographic level) – will ensure that the record is properly indexed for later retrieval by "format". It will also ensure that records of different formats, and their associated holders, retain their unique identification in the database and will avoid having holders of different formats consolidated onto the same record.

4. Correctly cataloging Fixed Field 008 of the MARC record – specifically, Positions 35-37 – will ensure that the record is properly indexed for later retrieval by “language”.
5. Correctly cataloging MARC Fields 010 (LCCN) and 020 (ISBN) will ensure that your holding will be added to the correct corresponding record (if it exists) in reQuest, since these are key match points in the deduplication process.
6. Correctly entering the subfiling indicator for Field 245 (Title) will ensure that when the title of a work is preceded by an article (such as “a”, “an”, “the”), the record (title) will be alphabetically filed in the reQuest title index under the word following the article rather than under the article; it will also preserve Auto-Graphic’s ability to deduplicate records using the title as the matchpoint.
7. All holdings submitted are deduplicated by Auto-Graphics based on unique call number. As a result, if you own multiple copies of the same item at the same shelf location, reQuest retains only one holding (copy) of that record. Accordingly, all adds are defined as "first copy" adds, all deletes are defined as "last copy" deletes, and any holding in reQuest really means that the library owns "one or more copies" of the item. This is in contrast to a circulation database, which uniquely identifies every copy of every item held.

FOR FURTHER INFORMATION:

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Statewide Library Catalog Coordinator
Connecticut Digital Library
Connecticut State Library
786 South Main Street
Middletown, Connecticut 06457

860-344-2652
or toll free 1-888-256-1222

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The latest version of this document is always available at
www.iconn.org/staff/documents/contribreq.pdf