

Summary of Evaluation

For this "Healing Through Collaboration" grant project, the Oregon College of Oriental Medicine (OCOM) set out to join the Portland Academic Health Libraries Consortium in order that they may share their resources with patrons of the consortium and that their patrons would have access to the consortium's resources. In order to achieve this goal, the OCOM library needed to migrate to an Integrated Library System, namely The Innovative Millennium ILS since that is what the consortium was already using and would make for the smoothest integration of the catalogs. In order to migrate to the new ILS, OCOM needed to re-format their bibliographic records into MARC format, barcode their whole collection, and work with the consortium to create best practices, cataloging standards, and reciprocal borrowing policies. By doing all of these things, OCOM hoped to increase both outgoing and incoming interlibrary loan requests.

To start the process of achieving their goal, OCOM hired a half-time Systems Librarian. This person was in charge of implementing the project and did a lot of work creating original MARC records and working with OHSU to come up with cataloging standards and borrowing policies.

OCOM also joined OCLC, which allowed them to add their holdings to WorldCat. OCLC also assisted with the cataloging and creation of MARC records for some of OCOM's resources. OCOM got all of their bibliographic records converted to MARC format, uploaded to the OHSU server, and then began cleaning up the records and working on quality control.

The Millennium ILS was installed on OCOM's computers and training began for staff. A new OPAC was created and OCOM's website was redesigned in order to accommodate it. Instructional materials were created for both library staff and patrons on how to use the new software and OPAC respectively.

OCOM was successful in achieving their main goal of seamless access to all library holdings and increased resource sharing among all consortium libraries by achieving their objectives of migrating their bibliographic records to the consortium catalog, developing process and policies with participating libraries, and increasing their outgoing and incoming interlibrary loan requests.

In the future, it will be easy for OCOM to continue cataloging in the MARC format since their staff has been trained to do that. Patrons of OCOM's library and those of other participating libraries will continue to have access to a wider variety of health recourses leading to continued development of interdisciplinary scholarship of different health modalities and better informed health practitioners and patients.

Project Objectives

The goal of this project was “creating seamless access to all library holdings and increase resource sharing among all participating libraries.” This goal would be achieved by the Oregon College of Oriental Medicine (OCOM) library joining the Portland Academic Health Libraries Consortium, which is comprised of the Oregon Health & Science University (OHSU), the National College of Natural Medicine (NCNM), and the University of Western States (formerly Western States Chiropractic College) libraries.

This large goal was broken down to three objectives:

1. Migrate 100% of OCOM's present bibliographic data onto the consortium catalog by the end of the third quarter of the grant cycle.
2. Develop processes and policies to have seamless access between libraries by the end of the second quarter of the grant cycle.
3. Increase outgoing and incoming interlibrary loan requests with an expected rise of at least 20% by the grant's completion.

Project Method

OCOM set out to accomplish these objectives by first hiring Veronica Vichit-Vadakan, a MLS, as the Systems Librarian to spearhead the migration. Veronica began by performing activities such as writing MARC records, mainly for holdings unique to the OCOM library, standardizing these records, and adding authority records to them.

The OCOM librarians met with OHSU in order to establish timelines, best practices, and cataloging standards so they would be in line with what the rest of the consortium was doing.

OCOM became a member of OCLC. OCLC then converted and transferred catalog records for OCOM, including all the student papers in the collection. They created MARC records, added them to the WorldCat database, and also to the OHSU server.

During the second quarter, all of OCOM's bibliographic records (more than 5000) were converted to MARC and added to the shared catalog. The Innovative Millennium software was installed on all the computers in OCOM's library and the staff was trained on how to use the new ILS.

Once all the records had been converted, the staff's focus moved to quality control. They began cleaning up records, deleting duplicate records, and

updating any records that needed it. Cataloging Intern Sarah Johnson was hired to help out with this work.

OCOM library staff met to discuss policy changes. Things like loan periods and dealing with fines were discussed in order to make policies more consistent between member libraries. Veronica met with OHSU librarians to discuss cataloging standards, technical needs and reciprocal borrowing policies. She also began the redesign of the catalog website with a goal of it being ready for the start of the new school year.

The new ILS was officially launched at the beginning of the new 2010 school year, which also happened to be the beginning of the third quarter of the grant cycle. The library staff attended training sessions in which they learned how to use the Millennium software and the new OPAC, and were informed of consortium lending practices. Veronica assembled an instructional manual for Millennium and it was uploaded to the library wiki where staff could access it. The library website was redesigned for the new OPAC and online training materials for OPAC users was uploaded. Librarian Candise Branum taught incoming students how to use the OPAC in her Information Literacy class.

Work began on OCOM's WorldCat Local site (which allows OCOM users to search both OCOM's collection and collections of libraries around the world). Also, staff attended a three-day workshop on MARC cataloging.

During the 4th quarter OCOM continued with the clean up of MARC records and the importation of their new serials records. A new cataloging intern was hired to help with this project. The work on the WorldCat Local site was finished and the site went live. Feedback about the transition from OCOM's patrons was collected in their annual student library survey, which showed very positive responses, and OCOM continued to promote the catalog to their community.

Project Results

Some of the concrete results from this project include:

- hiring a half-time Systems Librarian to implement the project, who will actually stay on with the OCOM library after the grant
- best-practices for cataloging
- bibliographic record conversion to MARC records
- clean-up and quality control of records
- migration of the bibliographic MARC records to the Millennium software, the consortium catalog, and WorldCat
- bar-coding of library materials
- training of staff on the new software and library policies and procedures

- creation of an instruction manual for staff and online guide for library users
- publicly launching the new catalog and OPAC
- integrating instruction on how to use the new catalog in a first-year research course.

The biggest and most important of these results is OCOM's membership in the consortium and the creation of their new catalog made up of MARC records. These things will have the biggest impact on the OCOM library.

All of the objectives of the grant were achieved. OCOM migrated all of their bibliographic data to the consortium catalog, they developed process and policies for seamless access between member libraries, and they increased both their outgoing and incoming interlibrary loan request by even more than what they were aiming for.

I believe these trends in interlibrary loan requests will continue to be seen in the future. I also think OCOM's library and materials will get more use by its own students and staff now that they are using an integrated library system and it is easier for their patrons to find relevant resources in their own library.

Project Impact

There has been a very positive response to the transition to the consortium by both OCOM and consortium patrons. This can be seen by the increased circulation of OCOM's materials. Circulation increased from just under 6000 in 2009 to around 9000 in 2010. OCOM has not fully investigated this jump in circulation, and their old system did not track renewals while the new one does, but it can be concluded that with an increase as large as 50% that the new ILS had something to do with that.

Included in the increased circulation is the amount of interlibrary loans both loaned by OCOM and brought in from other libraries for its patrons. After the first semester (Fall 2010) of OCOM's participation in the consortium, the amount of interlibrary loans borrowed has more than doubled from the entire 09-10 school year. The number of items borrowed from other institutions went from 17 in the entire 09-10 school year to 43 in the '10 fall semester alone (a 152% increase), and OCOM went from lending 0 items in the 09-10 school year to lending 57 items in the fall semester of '10 (a 5,700% increase). This shows that objective 3 has been thoroughly accomplished since the goal was a 20% increase.

Although this project impacted all of the students and staff of the four libraries in the consortium, I would guess that it has had the most impact on the users of the OCOM library, including library staff, and the students and staff of the college.

Going from a non-integrated catalog to a fully integrated, MARC record based cataloging system has to have made a world of difference to the OCOM library. I'm sure it has made it easier and more efficient for staff to find and track library materials, and it has helped patrons find relevant materials much more easily.

The long-term significance of this project is that students and staff of the four libraries will have access to each other's catalogs and materials for the foreseeable future. This is important because it expands all of the school's collections at a relatively small price; much smaller than actually adding all of the materials to which they are gaining access. The ease of access to all of these materials by patrons of all the consortium libraries leads to the continued development of interdisciplinary scholarship of different health professions.

By adding OCOM's collection not only to the consortium catalog, but also to WorldCat, the entire world knows what they are holding, and this helps spread awareness of Acupuncture and Oriental Medicine (AOM) titles to an international audience. The increased awareness of AOM literature leads to the potential for better informed health professionals. Because many of OCOM's holdings are rare and out-of-print, the addition of these records will enhance WorldCat's comprehensiveness, thus benefiting the library community at large.

Libraries all over the state can learn from this project by observing how migrating to an integrated library system can effect a library and its users, and how joining a consortium can expand access to materials.

Suggestions for Improvement

This project was planned and implemented very well. I think now that OCOM has migrated to an ILS and has all of its bibliographic records in MARC format, it will be very easy for them to continue cataloging in this way. In this day and age it is almost a necessity to have an ILS and standard practice cataloging procedures.

In the future they might want to consider adding more libraries to the consortium, if that is a possibility, to increase the amount of resources available and increase the number of people that have access to their resources.

Since OCOM learned from their student survey that 50-60% of those surveyed had not yet placed holds on OCOM's materials through the new OPAC or taken advantage of other consortium libraries' materials, they may want to make sure they continue to publicize these services to their students and staff on their website and in the library.