

Collection Management Initiative Phase II FAQ

Adaptable Text Materials

This project seems to require a lot of publicity material. What help is there in explaining this project?

Project explanation, news release, and opening day letter are available in the [Publicity Materials section](#) of the web site for use and modification by campuses to help explaining the project.

Added Volumes and Currently Received Issues

What do we do when a current print issue of an experimental or control journal arrives for which there is an electronic version?

Experimental libraries will send currently received issues or volumes to storage. Control libraries should mark current issues for usage data gathering.

How do we handle JSTOR "moving wall" volumes? When a new volume becomes available in electronic form, do control libraries have to mark volumes, now available electronically, for the purpose of counting use? Do experimental libraries have to put the print volume, for which there is now electronic coverage, in storage? What if a currently available ejournal expands retrospective digital coverage during the study?

No, it is not necessary to make any adjustments in study coverage as a result of moving wall volumes. Control libraries will not need to mark and track use of these new volumes. Experimental libraries will not need to remove and store the print equivalents of the additional volumes. The same practice will apply to electronic journals currently available that add retrospective digital coverage during the study as to JSTOR moving wall titles.

Binding

Can we bind current issues of journals during the study?

Yes, both Control and Experimental libraries may chose to bind titles during the experiment. However, care must be taken to collect the Use Data slips in each of the unbound Control issues, replace CMI labels and place a new Use Data slip in the newly bound volume. Experimental volumes may also be bound again taking care to return them to storage rather than allowing them to find their way back onto the shelf.

Decisions regarding binding current unbound issues should be made at the campus in terms of local practice. There is no reason to change your local practices, if current unbound issues are normally unavailable when they are being bound.

For experimental journals currently received, will we hold the unbound issues in storage locally and send them to be bound before we send them to remote storage?

The RLF's are prepared to handle both bound and unbound issues. Keeping the current issues of experimental titles locally may provide a temptation to circulate the paper copies which would impact the study data. However, it is a campus choice to store locally or regionally.

Most of the binding current issues information seems focused on experimental campuses. From what I read, it sounds as if control campuses will do a normal binding for current issues, however that is done on each campus. Is this correct?

Yes, control libraries should bind current journal issues just as they would if these were not study titles. The same is true for experimental libraries that keep the current issues on site.

Circulation

When an experimental title is recalled from "storage", is it ok to check it out to someone?

Different journals from the stacks go out on loan for different circulation periods at each campus, sometimes depending on the branch library or journal classification. If an experimental title were recalled for a user, the item would be checked out to the user under established circulation policy. Recalls of experimental titles from storage are handled the same as any other recall from storage, save that we need to properly record the usage data for purposes of the stud and include a questionnaire in each volume.

How can we identify print volumes of experimental titles that may be left on the shelf at non-study libraries or were put into an RLF prior to the study?

In order to identify and collect use data of experimental print volumes, each RLF and campus storage facility that holds experimental titles may chose to mark all volumes of the title by applying stickers/labels/sleeves to the outside of the physical items for the length of the project. This will mean that a volume can be readily identified as part of the project when staff goes to the shelf. This could prevent the need for RLF or campus storage unit staff to compare each lending request they receive against a list of experimental titles. NRLF will not be putting labels on the experimental volumes stored their, but plans to put a sleeve on experimental titles before they are returned to the campus at the request of a user.

Comment Cards

We aren't going to put these comment cards out on the shelves as we feel it makes more sense to have them just at the public service desks. There's no good place to keep loose sheets of paper in the stacks or current periodical shelves. Also, our signs where periodicals have been removed from the shelves refer people to a service desk. We think it would be better to have people go to a desk where they can talk to a person first before filling out a comment, just in case we can meet their need. If the person is upset or wants to vent, then we can hand that person a form to record feedback. Is this OK?

Yes. The purpose of the comment cards was to give users an opportunity to express any concerns at the time they discovered that their favorite journal had been removed to storage.

Guidelines for Phase II

Will there be guidelines for Phase II, the period when experimental titles are in remote storage and we are gathering usage data for control and experimental titles?

Yes, they are presently available in the [Operational Guidelines section](#) of the CMI web site and have been sent directly to the CMI Campus Liaisons.

Labels

Earlier discussions gave me the impression that the data slips would contain the journal title on each one. Is that still true? If not, for the purposes of the study will the control campuses need to write the journal title on each slip (and if so, has that been factored into the workload costs)?

Library staff at the campuses will be responsible for entering the title of the journal on the Use Data Slips, on signage and on title specific handouts. And, yes, this should be factored in to the workload costs.

Launch Date for Phase II

How firm is the September 4 date for moving volumes to storage?

September 4th is still our goal for having all volumes off library shelves. We have not yet established the date when all campuses will begin to gather usage data for both control and experimental titles. I am contacting the CMI liaisons and trying to get a sense of how everyone is doing before we establish that date. (Note: Our launch date has been established at October 1, 2001. That is the date when we will begin collecting use data.)

Recording and Tabulating Usage Data

Can we use barcode readers or other methods for gathering usage data for control titles?

Yes, as long as the method you are using yields the results of the manual method, i.e., counting every reshelving event during the defined study period.

Do we have to tabulate the usage data ourselves?

The answer is no. We are developing procedures that will include the frequency of submitting usage data, but the staff at Office of the President will do the tabulation.

Staff Training

Who will be doing local training and when?

Local training is the responsibility of the campus libraries. However the CMI Director would be happy to visit your campus to answer questions and to talk about the project. Training is specific to local campus library procedures for preparing materials for storage, etc.

How do we inform our ILL/document delivery staffs that a user may recall either the print volume or a photocopy/fax from an RLF of a title that is part of the study?

The RLF or campus storage facility should follow their normal practice for supplying copies of articles from materials in storage or supplying the entire volume or issue. It is anticipated that some users will prefer the print volume/issue because content is lacking from the electronic version.

As a bibliographer I access the current issues of experimental titles for the book reviews they contain. Putting the most current issues of the experimental titles in storage will affect my work. What should I do?

The CMI Project is very interested in this type of staff situation. Experimental titles can be kept in local storage as long as the campus library can provide the needed usage data. More importantly the study would like to know why the digital version of the current issue is not adequate for your work. The research design will be asking library staff about this type of in the later stage of the experiment.

Supplies

When will the supplies be available, including labels, flags, and usage data slips?

The supplies have been rush ordered and should be delivered to the campuses by August 31. All supplies will be delivered directly to the CMI liaisons.

How do you know how many slips to order? And what if we run out of supplies?

We tried to overestimate the number of labels and usage data slips in our orders to the vendor. If a campus library does run out of labels or slips, the CMI liaison should contact CMI staff to receive additional supplies. There is no charge to the campuses for these supplies.

Surveys

Can we use the survey form as both the request form and the survey form, thus eliminating matching up the two forms later?

No. While we understand the advantage of combining the request form and survey form for economy in recording vital information (e.g., user name and campus), it may not be feasible for every campus to do this. For some campuses, in fact, the request form may be available online only. Campus storage units and RLF's should follow a uniform practice of attaching a user survey form to the CMI experimental title that has been requested, whether it is a volume, issue or photocopy.

Can we ask library users to fill out the survey form at the time they request an item from storage?

No. It is not feasible for every campus to ask that the survey form be filled out at the time of request, as desirable as that option may be. For some campuses, it may be difficult, even impossible, to train staff at various desks where requests are taken to distinguish between requests for items in storage and requests specifically for CMI titles.

We prefer that users fill out the survey at the point of pick up rather than at the point of request. Campuses that deliver requested material directly to the user, rather than requiring that the

material be picked up at a library location, should of course include the survey form, with attached copy of the request, with the delivered material. Being consistent in this regard is important to obtaining comparable results.

How will the library convey a survey form to those users who request a copy of an article from an experimental journal housed in remote storage and the article is supplied via desktop delivery?

The survey form should be scanned along with the article requested by the user and displayed along with the article on the desktop. We recommend displaying the survey form first followed by the article requested.

Use Data Collection by Control Libraries

We are still trying to decide if it makes sense for our campus to collect control data electronically or manually. Since the paper data collection forms are going in each bound journal volume (which contains a varying number of journal issues and sometimes at our campus even more than one journal volume bound in that one physical volume) does the electronic use data also need to be collected at the level of the physical bound piece? Are the online vendors giving use data at the volume level, or at the title level? I just wanted to double check, since the answer will make a difference in our procedures locally.

Providers of the electronic journals in our study can only provide use data by journal title and by the campus where the journal is accessed. Their data will be available incrementally, e.g., monthly, six month periods, etc. I believe that JSTOR can provide use data by citation but since they are the only provider that can do so, we used the lowest common denominator: use data by journal title and by campus of user. So the answer to your question is that we do not need the data collected at the level of the physical bound piece as long as the bound volume is included in the period covered by the study.

Do we have to record six different data elements for usage of control titles as noted in the Usage Subgroup Report?

No, the Research Committee has advised that the data gathered on control titles be as similar to the data collected on electronic journal as possible, and therefore should be simplified to "each instance of reshelving" per volume/issue. This will be addressed in the Guidelines for Phase II of the study.

Can we use barcode readers or other methods for gathering usage data for control titles?

Yes, as long as the method you are using yields the results of the manual method, i.e., counting every reshelving event during the defined study period.

Earlier discussions gave me the impression that the Use Data Slips would contain the journal title on each one. Is that still true? If not, for the purposes of the study, will the control campuses need to write the journal title on each slip (and if so, has that been factored into the workload costs)?

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Use Data Collection by RLF's and Local Storage Facilities for Experimental Titles

What about usage counts for the experimental print journals that are in storage? Do we have to record six different data elements?

No. The RLF's and campuses storing experimental journal volumes/issues locally will be responsible for providing us with a count of each use of a volume or issues during the defined study period. We are not asking campuses to record multiple uses of the requested volumes/issues.

How will RLF recalls and requests for copies/faxes be tracked?

RLF's keep a copy of the requests for the experimental print volumes included in the study. We do not anticipate that many requests for the print. To make it easier for staff to identify and track usage study volumes should be in a separate location from the other collections.

What will be done with the copies of these requests?

RLF's/ILL units' copy of requests for a paper copy of an experimental title will be used to compile a list of people for further surveying.

Should data be gathered from a patron if a request for a paper copy of a study title goes to a campus that is neither an experimental group nor a control group for the title, but owns the paper anyway?

Yes, we anticipate that users will obtain the paper copies from other campuses as well as from the print copies that have been relocated to an RLF or to a local storage facility. However, for purposes of the study, we will only count requests from the owning campus.

Will data be gathered from sources other than the publishers/providers of electronic journals and libraries?

Yes, the collection of use data will be complemented by an extensive program of interviews and surveys of faculty, students and staff to determine what factors influence the acceptability of digital formats as a substitute for print.

Use Data for Electronic Journals

Do the publishers provide use data by other than month by month? If we start in September any day other than September 1, will the publishers be able to start the statistics on that day?

The period of time covered by electronic publisher/provider statistics varies. For example, APS, Blackwell and SIAM provide data by the month. Other electronic publishers provide data twice

a year or annually. CMI staff will be working with providers of electronic journals to obtain the usage data that we need in the appropriate increments.