Final Report

ELECTRONIC INTERNSHIP @
THE SERIALS DEPARTMENT, HAMILTON LIBRARY

By

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Introduction of the Electronic Internship at Serials Department, Hamilton Library

In my last internship at the Library of NOAA Pacific Island Fisheries Science Center (PIFSC), I have experienced and learned both the traditional and electronic aspects of librarianship in a scientific setting, including bar-coding and labeling, maintaining the library holdings database and website. I benefit a lot from that experience. This is why I chose my second internship for the electronic aspect, and expected to gain experience and familiarity with the librarianship in an academic setting.

My normal working schedule is from 1:30 to 5:30pm on Monday, Tuesday, and Friday, but it is quite flexible. Sometimes, I might miss one slot because of course work; sometimes, I worked from 4:00 to 5:30pm on Wednesday or Thursday after my class. Up to May 1, 2004, I have completed 139 hours on-site work at the Serials Department. Because several course-projects are due this week (May 3 – May 7, 2004), I have requested my supervisor to postpone my schedule, and will finish the rest of 11-hour works next week (May 10-May 14, 2004). The allocated hours (including next week) of my activities/projects are summed in the following table.

<table>
<thead>
<tr>
<th>Activities/Projects</th>
<th>Hours</th>
<th>Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain/update the eResources database</td>
<td>31</td>
<td>eRes Database, MS Access</td>
</tr>
<tr>
<td>Create/write instruction related to the above</td>
<td>10</td>
<td>MS Word, Excel, Screenshot</td>
</tr>
<tr>
<td>Review/analyze the troubleshooting guides</td>
<td>30</td>
<td>Manual, MS Visio, Web</td>
</tr>
<tr>
<td>Review/analyze the Feedback Form problems</td>
<td>32</td>
<td>Manual, MS Excel</td>
</tr>
<tr>
<td>Assign/change subject headings according to the new subject classification of eResources</td>
<td>12</td>
<td>eRes Database, MS Access</td>
</tr>
<tr>
<td>OpenURL project</td>
<td>29</td>
<td>SerialsSolution ArticleLinker, Voyager, eRes Database</td>
</tr>
<tr>
<td>Others</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

My direct supervising librarian is Ms. Stephanie Nelson who graduated from UHM LIS program in December 1997 and was promoted as an Electronic Resources Librarian and Assistant Head of the Serials Department in June 2000. Her major responsibility is to coordinate/manage acquisitions, licensing and bibliographic control activities related to electronic resources. She is involved in all stages of their acquisition, access, administration, support, and evaluation, and does a great job to make users access the library eResources smoothly.
Objectives for the Internship

The primary stated objectives of this internship, originally listed in the internship description, are included below as well as with the descriptions of my efforts and my comments.

1. Introductory understanding preliminary the complex issues surrounding electronic resources

Before I started this internship, I thought that those complex issues wouldn’t be complex for me because I have electronic engineering background. However, from the orientation at the Serials Department, my on-site work, my observations, and literature readings, I have developed a broad understanding of the complex issues surrounding electronic resources. Those issues are not only complex in technology but also in many other aspects. As an electronic resources librarian, whom I intend to be, there are many complex activities/duties that cannot learn merely from class, such as

- Refine and maintain the library Electronic Resources Gateway to increase accessibility and aesthetic appeal and streamline updating procedures
- Refine and maintain the content of Electronic Resources management database to increase efficiency, accuracy, and usability
- Investigate and implement advanced database solutions to supply instant access to all aspects of electronic resources
- Provide reference and interpretive services for eResources via phone, email, and online
- Develop policies and standardized procedures for collecting, analyzing, and archiving eResources
- Expand and improve consortia purchasing agreements with other university libraries and the statewide libraries
- Plan, develop, and evaluate the unit and division services and collections.

This makes me realize that my previous knowledge and course works were limited in an electronic environment. So I was devoted to every project I was involved in. Although I wasn't exposed to all those complex issues surrounding electronic resources, I was able to meet this objective from the first day I worked in the Serials Department. I feel that my electronic internship experience has given me a thorough comprehensive understanding about the role of an electronic librarian in an academic library.
2. **Experience in advanced website and web database design and maintenance**

I spent more than half of my time in dealing with the comprehensive and complex eResources Databases. They are composed of a main gateway database including all records that are online (active, accessible) and offline (unsubscribed, pending) and several related databases, including publisher/inventor database, UH IP database, usage tracking database, etc. All these databases are online and related each other. It is not like a local database, which only runs on a Personal Computer. A mini typo error might be a snowball that can crash the eResources Databases. This means that I have to pay much attention to what I have done to the database. I am still in the process of learning although I have experienced a lot. I feel that this objective was fully met.

3. **Experience with the Cataloging, OPAC, and Acquisitions modules of the Hawaii Voyager integrated library system**

I spent a few hours working with the UH Voyager system. Unlike eResources database, which is designed by my supervisor and is mainly running under MS Access with macro connected to online, the Voyager system is a more professional CGI enhanced software. There are many graphic interfaces that help users. With training and user manuals, it is not difficult to operate with it. There are many protections in the Voyager, it is not easy to crash it down. I believe I met this objective of the internship.

4. **Experience in the operations of the serials department of a large academic library**

The Serials Department is one of four departments (Acquisitions, Cataloging, Preservation, and Serials) within the Library's Collection Services Division, one of three library divisions (Collection Services, Library Information Technology, and Public Services). They currently have 15 full-time staff members (including 2 librarians: Electronic Resources and Serials) and various student assistants. The collection of the department have over 80,000 serial titles in all formats, including over 25,000 currently received serials in all formats as well as over 21,000 links to electronic resources from Electronic Resources Gateway. The annual expenditure of the department is over 4 million US dollars, which is one of the largest budgets in the UHM Hamilton Library. I discover that the Serials Department has played a leading role in the UH library system not only because of its budget, but also because of its technical oriented services. Through my working projects, attending staff meeting, and reading annual reports, I believe that
I get a better understanding about the operation of the Serials Department in a large academic library.

**My Major Accomplished Tasks and Responsibilities**

As listed clearly in the time allocated table, I have been involved in several projects. My major tasks and responsibilities are maintaining/updating the eResources database, reviewing/analyzing the current troubleshooting guides, analyzing the users problems from the feedback forms, and providing current online journals a seamless integrated access via OpenURL. Through these projects, I accomplished more than what I expected, broadened my view in digital libraries, and widened my personal and professional experience.

**Reflections**

*Most Valuable Aspects*

During this internship, I always think how to contribute more to the Serials department. Although the department has 15 fulltime staffs, only one librarian takes charge of the whole eResources management. At the beginning time of my intern, there was no student assistant because two LIS graduate students (Lisa and Janet Wu) graduated in last December. Everyday, there are all kinds of Feedback problems waiting for answers, several URLs of journals and/or databases need to be updated/removed/added, many subscription issues are waiting for decision/negotiation, several research projects need implementations, new student assistants need to be trained, etc. In addition, my supervisor also takes EE course to enrich her knowledge. She is busy all the time. However, I learned from her how to deal with several things at the same time in an organized way. Also, I learned her effective, service oriented interpersonal communication skills, which is an important feature for my future career.

From this technical and service oriented internship, I learned both basic and advanced database maintaining and management skills. I worked as a problem analyst and solver, contributed my knowledge and skills to the library, and obtained a professional credit as well as made new friends.
Overall, the most valuable aspect in this electronic internship is what I learned from the projects I got involved in. Unlike the previous intern at the PIFSC library that have both traditional and current aspects in a science library, most of my duties in this internship are related to online-access, authorization control, EZProxy, OpenURL, budget cut and floating, subscription or un-subscription, and etc, which are the most hot topics in an large academic library today. Although I just get my feet wet a little, I am sure in the near future my experience would help me easily get into a real electronic management and operation work environment, where I intend to be in.

Influence of Coursework
The LIS courses I have taken provide me a basic knowledge and skills needed as a librarian. Through this internship, I practiced, integrated and expanded what I have learned in class. For example, in the procedure of reviewing, analyzing and improving the current e-Resources Troubleshooting Guides, by using the research strategies and techniques learned in LIS601, 647, 660, 660 and 694, I examined and evaluated websites, databases and print resources to gather information for my topic. The hot topics in serials and libraries, such as higher price of journals, OpenURL, OpenAccess, digital object identifier mentioned in the LIS 660 and 694 help me easy to get into the OpenURL project. The intellectual challenging issues, such as copyright and licensing, are discussed in each LIS course, but only through this internship I can be exposed in a real licensing case.

Informational Readings
The two most complete sources I used to gain a basic understanding of electronic resources in Serials Department are *Everything I Need to Know About Serials I Didn’t Learn in Library School* (Tumlin, 2003) and *E-Serials: Publishers, Libraries, Users, and Standards* (Jones, 2003). The first one is an article collecting 8 librarians’ views on what they learned from their LIS programs and what they expected to be taught about serials. It is an interesting reading like reading a story. There exists almost the same situation in UHM LIS program. Because of limitation of the time and other factors, not all valuable LIS courses can be offered each semester, and I am unable to take all the LIS courses I wish to take. I must be an active lifelong learner after my graduation.
The second source is a very comprehensive book that covers many of the most topical issues for the libraries in the electronic world. I did not read through all chapters, except some chapters I am interested in, such as metadata and uniform resources identifiers. The reading materials are very thoughtful and practical. LIS students and entry-level librarians can expand their knowledge of most current technologies in libraries through reading this book. The complexity of working in electronic resources makes me always look back to the content in the book and read again. Every time when I read the book, it always gives some new understanding.

I must say that my learning from LIS program is very fundamental. The methodology and strategy I learned from the LIS program are very useful for my future career, especially in helping me build up my professional philosophy.

**Philosophy of Librarianship**

Unlike the reference librarians who always serve patrons face by face or through virtual, the electronic resources librarians are usually standing behind and supporting these humanized services quietly, and do more technical and collection-management oriented work. The Serials department at an academic library is connected with the other library departments and collections. It supports patrons’ online or physical access to new and historical serials collections. As an important representation of this department, an electronic resources librarian must be not only a skilled collaborator, but also an advocate and information expert on all-newest techniques.

*Accessibility and usability of information/knowledge that meet human needs is the central purpose of libraries.*


Until this internship and this semester has my personal philosophy of librarianship not built up clearly and concretely. My previous personal statements are somewhat copied from ALA Codes of Ethics. Now I have more understandings about professional philosophy and the Ranganathan’s five laws of librarianship.
The ALA Code of Ethics is pertinent to librarian roles and must be integral to all the different varieties of librarianships. While it is a useful baseline, its statements do not provide enough specifics to help formulate my philosophy statements. I found that the mission statements of the Serial Department and the portion of the UHM Library's that pertained to preservation are broad in nature. The Serial Department Mission Statement is as follows:

*The Serials Department acquires, organizes, preserves, and provides access to serial publications in all formats, in support of the overall Library mission of nourishing and enhancing all University programs.*

This statement mirrors my general serials librarianship philosophy in the notion that the main work of the serial department is to provide access to information in all formats to meet the needs of individuals and communities. Without use or access, so-called information will lose its values. The more effective access to information a library can provide, the better it fulfills its role. This can be achieved through large diversity collections of materials, personalized services, knowledgeable librarians, convenient and flexible physical accessible collections, a seamless and integrated gateway to access e-resources, and etc.

For a particular library, its collections and services seems to be limited while the information resources and information needs are endless. The balance between the limited collections/accesses and the diversity of information resources is always the most important issue challenging librarians. Providing Internet accesses seems to be the best way. At the same time, electrical/digital technology changes people’s searching behaviors, and makes people access information easily and fast.

It sounds that librarians are not needed anymore. But the truth is that, as the world of information grows much more complicated than 50 years ago, people need more humanized guiding to lead them through the information jungle. They need to be provided careful and well-organized information, especially in electronic form, which has been evaluated & repackaged to meet their needs precisely. This brought up the question how I (librarian) will know what information I have and what I could offer, and how I can know users will benefit from the
information. Therefore, the role of librarianship are involved not only in library and information science, but also in social and community.

Nothing is constant but change, in the aspects of political, economic, social, and technological. The infrastructure of information structure --indexing also changes in its indexing techniques. Thus, I must have a sound knowledge on information infrastructure, especial in library science: indexing, cataloging, etc. I also have to know our institutes, our collection, service, and the information outside libraries. Here I conclude seven “rights” that I must always remember in my future career:

Provide right information from the right sources to the right user at right place, at right time, at right means, and at right cost.

HaiYing’s Personal statement of Librarianship (2004)

To become a librarian is the most important decision I have ever made in my career. The knowledge from the 42-credit LIS courses is just the beginning. To meet the professional competencies and personal competencies and develop my philosophy of librarianship is a life-long learning course for my career.

A Brief Message to future students

Although there is a lot of pressure, I am still enjoying this internship. The internship environment is excellent, and my supervisor is professional and very nice. I am sure you (future students) will also enjoy this kind of internship. You will benefit a lot, including not only gain your professional experiences in electronic resources management, but also make new friends.
Annotated bibliography


Collects over 50 essays elucidating many facets of modern librarianship and what is expected of today's librarians. Confirms a distinct philosophical position, as well as subject area knowledge, technical skill, and interpersonal ability. An index concludes.


An excellent easy-to-understand and easy-to-follow guide. Covers every facet of the newest version of Microsoft Access from starting the Windows program through putting Access-created files on a Web page. Written especially for librarians, the guide explains how to create and manage various types of resources using Access.


The author describes her diverse experiences of working with serials at different levels — as a librarian, subscription agent, director of publisher relations, and consultant. A delicate and complex balance exists among the various links in the serials chain. Discovering and understanding the complexities, frustrations, challenges, and opportunities that librarians, publishers, and subscription agents face in achieving common goals is the basis for dreams and realities.


Very comprehensive book for serials librarians. Covers many of the most topical issues for the libraries in the electronic world. There are 10 sections, including publishing, pricing, copyright, acquisitions and collection development, cataloging and metadata, preservation and archiving, project and innovations, indexing, uniform resource identifiers, and citation.

A visually enhanced learning book, packed with four-color art, annotated figures, and step-by-step directions. Tells what you really need to know to have “instant databases.” Shows the best, most efficient way to accomplish tasks while offering insights into how the program's powerful features can make more productive. Covers all the basics -- forms, sheets, customizing, queries, reports, and Internet access. Explains how to create, customize, and maintain an Access database--easily! Full details on generating custom forms and reports. Clearly illustrates Web applications--hyperlinks, Web publishing, importing, exporting.


Success stories of more than 60 librarians who work in non-library positions but related to those in traditional library settings, such as positions in bookselling and publishing and in organizations providing services and products to libraries, as well as in positions beyond librarianship, such as association management, imaging technology, and private investigation.

SerialsSolutions.com *What is OpenURL?* <http://www.serialssolutions.com/ >

This is an overview about the OpenURL with meaningful demonstrations. It answers the questions about: What is an OpenURL? What does it do? How does it work? How it can help you maximize the use of your electronic resources collection?


Recent discussions concerning the mission and direction of graduate programs in library and information science (LIS) have become heated. Eight librarians (Mary Bailey, Maria Collins, Tonia Graves, Mykie Howard, Pauline La Rooy, Konstantina Matsoukas, Sandhya Srivastava, and Merle Steeves) who are relatively recent graduates of LIS graduate programs
offer their views on what they wish their programs had taught them about serials. All are either working in serials or have serials experience.


For the acquisition of periodicals and indexes, the selector role of subject specialists and reference librarians has been transformed by electronic access. The decision-makings are not only made independently by using traditional selection criteria (e.g., relevance, quality, and cost), but also by considering the complicate licensing negotiations, consortia agreements, and technical issues. The author discusses the opportunities for individual librarians, particularly in public service roles, to participate in serials collection management decisions and provides a case study of business periodicals collection management in an academic library.