Week 9
Helping Organizations Access, Share and Use Information

Information Management: The Library Perspective

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Session Overview
IM Processes in Libraries

1. Acquisition
2. Organization - Controlled Vocabularies
3. Storage
4. Retrieval
5. Access / Lending
6. Dissemination
University Library
Fast Facts

• Includes Mills, Innis & Thode Libraries
• Manage over 2 million library items
Acquisition

- Handled by Collections Services
- Order
- Purchase
- Receive
- Process
Library materials
Acquisition
Collection Selections

- user & staff requests received in-person, via email & recommendation forms on library website [http://library.mcmaster.ca/forms/](http://library.mcmaster.ca/forms/)
- patron driven requests for eBooks listed in library catalogue (5 minute preview EBL books)
- collection profiles/approval plans with vendors (e.g., GOBI-Yankee Book Press)
- consortial purchases (e.g., OCUL, CKRN, etc.)
- donations
Acquisition
Collection Development Policies

• [http://library.mcmaster.ca/collections-services/policies/](http://library.mcmaster.ca/collections-services/policies/)

• establish guidelines on language, geographical areas, time periods, subjects and formats of materials acquired

• based on McMaster’s course calendars & curriculums

• regularly reviewed
### Organization

- Records in our Library Catalogue describe items we own or can provide access to

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Location</th>
<th>Call Number</th>
<th>Status</th>
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<tbody>
<tr>
<td>Inside the mind of the shopper: the science of retailing</td>
<td>Herb Sorensen</td>
<td>Upper Saddle River, N.J.</td>
<td>HF 5429 .S5937 2009</td>
<td>Checked in</td>
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<td></td>
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<td>Wharton School Pub., c2009</td>
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<td>Link to online resource</td>
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<td>Table of contents only</td>
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<tr>
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<td></td>
<td>INNIS Bookstacks</td>
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</tbody>
</table>
Organization
Library of Congress Classification

• Combination of letters and numbers that group materials by subject
• Referred to as call numbers
• Included in the library catalogue and noted on library materials
Organization
Controlled Vocabulary

• a list of **standardized words or terms** used to describe the **topics** covered in bibliographic items (books, articles, etc.)

• answers the question: **what is this item about?**

• sources can refer to them as **subjects**, **subject headings**, **subject terms**, **descriptors**

• these terms can **vary** from source to source
Examples of Controlled Vocabulary

• Library of Congress Subject Headings (LCSH)
  – Used by most North American libraries

• Medical Subject Headings (MESH)
  – Used by medical/health sciences libraries

• Subject thesauri developed for various databases
  • Business Source Complete
  • Factiva
  • Web of Science
| **Title:** | The Internet and American business / edited by William Aspray, Paul. E. Ceruzzi. |
| **By:** | Aspray, William. |
|          | Ceruzzi, Paul E. |
| **Published:** | Cambridge, Mass. : MIT Press, c2008. |
| **Subjects:** | Economic aspects. |
|          | Electronic commerce United States. |
|          | Information technology United States Internet United States |
|          | [More...] |
| **ISBN:** | 0262012405 (hardcover : alk. paper) |
| **ISBN:** | 9780262012409 (hardcover : alk. paper) |
| **Description:** | viii, 596 p ; 24. cm. |

**Location**

**Note**

- **Link to online resource** - Table of contents only

**Current Location & Status:**

INNIS Bookstacks  HE 7583 .U6 157 2008
Organization
Library of Congress Subject Headings

LCSH controlled vocabulary is used in the Subjects field of the library catalogue.

E-Commerce

Your Natural Language

Subject:
- Internet -- United States -- Economic aspects.
- Electronic commerce -- United States.
- Internet industry -- United States.
# Library Catalogue Subject Listing

## Electronic Commerce

<table>
<thead>
<tr>
<th></th>
<th>Subject</th>
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<tr>
<td>4.</td>
<td>E-commerce</td>
<td>0</td>
</tr>
<tr>
<td>5.</td>
<td>• See: Electronic commerce</td>
<td>458</td>
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</table>

- **Subject (LCSH)** shows relationships between subjects

- **LCSH Subdivisions**
  - Chronological
  - Form
  - Geographical
  - Topical

- **Search begins with ...**

- **Related headings**:
  - Commerce (250)
  - Information superhighway (17)
  - Electronic commerce -- Accounting -- Congresses. (1)
  - Electronic commerce -- Asia (2)
  - Electronic commerce -- Atlantic Provinces (1)
  - Electronic commerce -- California (1)
  - Electronic commerce -- Canada (15)
  - Electronic commerce -- Canada -- Statistics. (1)
More Controlled Vocabulary Examples in the Library Catalogue

<table>
<thead>
<tr>
<th>Natural Language</th>
<th>LCSH</th>
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</thead>
<tbody>
<tr>
<td>Work teams</td>
<td>Teams in the workplace</td>
</tr>
<tr>
<td>Movies</td>
<td>Motion pictures</td>
</tr>
<tr>
<td>World War I</td>
<td>World War, 1914-1918</td>
</tr>
<tr>
<td>Unions</td>
<td>Labor Unions</td>
</tr>
<tr>
<td>Senior shoppers</td>
<td>Older consumers</td>
</tr>
<tr>
<td>Abstract Art</td>
<td>Art, Abstract</td>
</tr>
<tr>
<td>Stroke</td>
<td>Cerebrovascular disease</td>
</tr>
</tbody>
</table>
Business Source Complete
Subject Thesaurus

The term *information systems* would appear here had there been an exact match

**INFORMATION systems management**

1. **INFORMATION resources management**

Here are entered works on the coordination of information gathering and dissemination responsibilities within an organization. The concept combines under one management such traditional organizational functions as: ADP management, communication technology management, procurement, formulation of regulations standards, paperwork management, security, information systems development, data base management, and library and information services.

**Related Terms**
- CHIEF information officers
- INFORMATION professionals
- INFORMATION resources
- INFORMATION retrieval
- INFORMATION technology
- KNOWLEDGE management
- LIBRARY science
- MANAGEMENT information systems
- RESOURCE management

3. Broader Terms
   - MANAGEMENT

3. Narrower Terms
   - PERSONAL information management
   - RECORDS -- Management
   - STRATEGIC information system
How should the information on the Internet be organized? This question and the possible solutions spark debates among people concerned with how we identify, classify, and retrieve Internet content. This paper discusses the benefits and the controversies of using a tagging system to organize Internet resources. Tagging refers to a classification system where individual Internet users apply labels, or tags, to digital resources. Tagging increased in popularity with the advent of Web 2.0 applications that encourage interaction among users. As more information is available digitally, the challenge to find an organizational system scalable to the Internet will continue to require forward thinking. Trained to ensure access to a range of informational resources, librarians need to be concerned with access to Internet content. Librarians can play a pivotal role by advocating for a system that supports the user at the moment of need. Tagging may just be the necessary system. [ABSTRACT FROM AUTHOR]
The Wisdom of Crowds (Paperback)
~ James Surowiecki (Author)

Product Details
- Paperback: 336 pages
- Publisher: Anchor (August 16, 2005)
- Language: English
- ISBN-10: 0385721706
- Product Dimensions: 7.9 x 5.2 x 0.8 inches
- Shipping Weight: 8.8 ounces (View shipping rates and policies)
- Average Customer Review: ★★★★★ (186 customer reviews)
- Amazon.com Sales Rank: #3,812 in Books (See Bestsellers in Books)

Tags or Keywords added by users

Click on a tag to find related items, discussions, and people.

sociology (32)
crowds (30)
marketing (27)
behavior (25)
decision making (23)
business (21)
management (19)
democracy (15)
community (12)
economic history (4)

See all 65 tags...
Storage

Physical Items

- Open stacks for Books and Journals (all libraries)
- Storage facility in Dundas
- Archives / Research Collections (Mills)
- Lloyd Reeds Map Collection (Mills)
- Lyons Media Centre (Mills)
Storage
Online Resources

- Library Catalogue and Web Site used to house/access e-Resources
  - Digital Commons @ Mac (ProQuest)
  - Articles/Databases tab (Drupal)
  - eJournals portal (SFX)
Retrieval
Library Search Methods

• Keyword (Boolean) searching
• Subject category searching (using controlled LC Subject Headings)
• Related record searching
• Citation searching
• Shelf Browsing (using LC Classification)
• Published bibliographies
Retrieval
Library Catalogue

Basic Search

Find books, journal titles, online resources and other materials in all four campus libraries and affiliates.

detlor brian

Examples: margaret atwood rogers hart

http://libcat.mcmaster.ca

• Search for information items by author, title, subject, keywords & standard numbers
Retrieval

Articles / Databases tab

- Find databases by broad subject area or name
- Search for information items (such as articles, data, reports, etc.) within databases.

http://library.mcmaster.ca
Retrieval e-Journal Portal

<table>
<thead>
<tr>
<th>Titles</th>
<th>Subject</th>
<th>Locate</th>
<th>Citation Linker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business, Economy and Management</td>
<td>SubCategory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chemistry</td>
<td>All subcategories (4394)</td>
<td></td>
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</tr>
<tr>
<td>Earth Sciences</td>
<td>Accounting and Auditing (170)</td>
<td></td>
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<tr>
<td>Engineering</td>
<td>Actuarial Science, Insurance and Risk Management</td>
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<tr>
<td>Environmental Sciences</td>
<td>Business Management (1138)</td>
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<tr>
<td>Health Sciences</td>
<td>E-Commerce (90)</td>
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<td>Information Technology</td>
<td>Economics (1330)</td>
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<td></td>
<td>Finance (645)</td>
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</table>

http://library.mcmaster.ca/ejournals

- Find e-Journals by name, subject, vendor or citation
- Search for articles within eJournals
Сети! Superman III 1985 607 2043

• Links citations or references to full text when available & to other supporting resources provided by the libraries.

Source: Harvard business review [0017-8012]

[Full Text Online] EBSCOhost Business Source Complete
Available from 1922

[Full Text Online] Gale Cengage Academic OneFile
Available from 1997 until 2000

[Check for a print copy] in our Library Catalogue

• Broken links? No fulltext? Report problems to librarians
• Request document on Interlibrary Loan via RACER Scholars Portal
  Note: You have to have registered in RACER previously in order to us

More Options
Access / Lending

Circulation

• Horizon software system (SirsIDynix) - used to manage circulation
  • Check-in and Check-out
  • Renewals
  • Recalls
  • Fines, etc.

• need McMaster ID card
• borrower history is confidential & not archived
Access / Lending
LibAccess (EZProxy)

• allows access to **online resources** on and off-campus
• can use MAC ID

**LibAccess: Login to e-Resources**

**McMaster Users Only**

LibAccess Username: 
LibAccess Password: 
Log in

**First-time users:** set up a LibAccess account.
**Tip:** If you have a MAC ID you can use it to login to LibAccess.
Access / Lending
InterLibrary Loan

• RACER (ILL) - allows you to borrow materials from other libraries
• need a RACER account
Dissemination
RSS feeds in Library Catalogue

- save the results of any search and be updated via RSS when the library receives new materials that match your search

153 matching items.
You browsed by Call Number: Business (remove)
You browsed by New Titles: New (remove)
Dissemination

Twitter

• used for Library Alerts - events, network status updates, resource reports, closures, etc.

http://twitter.com/maclibraries
Silhouette Article on Mac Libraries

Some Suggestions

We need a better class of libraries
http://thesil.ca/blog/opinions/we-need-a-better-class-of-libraries/

- Visualize the information
- Connect system with Facebook
- Have a recommendation system. Include ratings and comments from faculty and students.
Sil Article

Information Visualization

• “... present a way of showing how the different available sources cite each other“

• used in citation indexes such as Web of Science

• not really possible in a catalogue since citations are not included
Sil Article
Facebook

• “Figure out a way to connect the system with Facebook, and we would have the makings of a new library system”

• Would users be interested in using the catalogue through Facebook?

• Have other libraries been successful?
Sil Article

User Feedback

• “When I look at a source I want to see feedback information about it.”

• This could be possible, but it may take some time to generate useful comments and ratings in our catalogue

• Authority, quality of feedback may be an issue

• Would a recommendation system work given our IM processes?
Can Post and Comment on Library web pages

Video Valentine: Why do you love the library?
Posted on February 8, 2010 - 17:22. Filed under Innis, Mills, Thode
This Valentine’s Day, the library is asking "Why do you love the library?" Watch our Video Valentine by clicking on the heart below and see the response.

Example: Library News story

Submitted by Chelsea (not verified) on February 8, 2010 - 22:25.
This is amazing! I love the library because of THIS!

Add new comment
Parting Thought ...

Information doesn’t organize itself, people do!
Innis Library Service Desk

Hours:
Mon.-Thurs.: 8:30am to 11pm
Friday: 8:30am to 6pm
Sat.: 10:30am to 6pm
Sun.: 12:30pm to 8pm

Phone:
(905) 525-9140, ext. 22081

e-Mail: library@mcmaster.ca

IM / Live Chat: http://library.mcmaster.ca/justask/