

## **Travel Report for Unicorn Training at BYU Hawaii June 4- June 9, 2004**

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I traveled with Deborah Hatch from the library Acquisition Department to Hawaii June 4, 2004. We arrived at about 6:30 p.m. Hawaii time and drove up the Kalaniana'ole Highway and then Kamahamaha Highway to Laie.

We spent Saturday and Sunday communing with nature.

On Monday morning, June 7<sup>th</sup> we arrived at Joseph F. Smith Library to begin work. We met with Marynelle Chew, who introduced us to Judy Kapu and Sina Feinga. I would be working with Sina and Deborah would be working with Judy.

Sina had only been working in the library for a month and a half. This was her first library experience. To this point she had very little Unicorn experience, only check-in and basic searching. Sina's position as the Serials Technician is a 30 hour position. Marynelle told me that they have had 5 people in 3 years to fill it. Most people want 40 hours with benefits.

The Serials Technician is responsible for creating basic bib records for new periodical titles, checking-in all periodicals, claiming all periodicals, duplicate issue problems, bindery prep, supervising 2 to 4 students, and maintaining appropriate files for about 350 periodical titles.

Sina and I began training by processing new titles. I became quickly aware of the differences between our processes. At BYU Provo we set up provisional bib records for new titles so orders can be attached to them and when the publication is received it is sent to cataloging. However, BYUH does not catalog their periodicals with LC call numbers, but puts them on the shelf in alphabetical order, so they create basic bib records. A basic bib record requires the call number to be SHELVE and the Item ID set to AUTO. These titles are in-hand and are sent to be cataloged and then sent to stacks.

After setting up the basic bib record for a title I taught Sina how to set up the serial controls for the new titles, complete with serial control numbers made of the title control numbers, vendor title numbers, subscription id, prediction patterns, vendor information, extended information, and predictions. BYUH were not using dummy numbers and (YY). I was able to train Sina on how and when to use them so that the marc holdings look correct in the OPAC. After a couple of hours of training and working through some difficult issues, Sina took over processing the new title. I remained close so she could ask questions. We spent the rest of the day working on different serial control problems.

On Tuesday, June 8<sup>th</sup> we got to work only to find that Sirsi was down. So Deborah and I learned how to do quick covers on the paperback publications. BYUH lost their regular vendor and had to start doing it themselves.

When Sirsi was finally available, Sina and I worked on check-in issues and problems. They have a student who checks-in all periodicals first on a cardex file. Sina does all the check-in on Unicorn. Marynelle hopes to get rid of the cardex file eventually (who knows if that's a good idea or not). I did some more training on complicated prediction patterns. I taught Sina how to use the publication pattern wizard to set up more unique patterns. They were creating 360 predictions for a publication that they only were receiving the Saturday and Sunday issues.

As part of the serial control training, we talked about claiming. Sina did not know what claiming meant. I talked to her about the theory of claiming. Marynelle wanted us to save the actual claiming for Wednesday, when she would be able to get the reports run.

We spent the rest of the day Tuesday working on prediction problems.

Wednesday, June 9<sup>th</sup>, we arrived at work only to discover that Marynelle planned to dismiss us at noon. Judy would only be available until noon and Sina would be leaving soon after.

I spent the next two hours training Sina on how claiming works; how to use Unicorn to set up claims; how to force claiming; the thought process I use to decide when to claim and when not to. Marynelle ran the claim report. I showed Sina how to work the report and check on the individual titles to decide whether claiming was appropriate. BYUH does not yet use the claiming program to its full potential. They hand copy titles and information to the EBSCO form or form letters to other vendors instead of just formatting and printing out the forms produce by Unicorn. It was at this time we discovered that the student who had set up the predictions in the interim, before Sina's position was filled, had predicted wrong and had re-included January issues again.

After I got Sina working on her own, I asked if any other computer was available with WorkFlows so I could help get a big job done. No claims had been sent since January. I was able to work until we left at noon. In was still in the same room, so when Sina had questions I was there to assist.