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PX-AA-1-177

10-44579

TECHNICAL LIBRARY OPERATIONS MANUAL
FOR
BAPPEDAs Tk. I

prepared by
NORTHERN SUMATERA REGIONAL PLANNING STUDY
(PROJECT LTA - 12)

June, 1981

DIRECTORATE OF CITY AND REGIONAL PLANNING
DIRECTORATE GENERAL CIPTA KARYA, MINISTRY OF PUBLIC WORKS
GOVERNMENT OF INDONESIA

with the assistance of

THE UNITED STATES AGENCY FOR INTERNATIONAL DEVELOPMENT
CONSULTANT TO THE PROJECT : PADCO INC.

PREFACE

This report has been prepared by the Northern Sumatra Regional Planning Study (Project LTA-12). The project, extending over a 34-month period which began in October, 1978, is jointly-sponsored by the Government of Indonesia, through the Ministry of Public Works, and the United States Agency for International Development. The implementing agency within the Ministry of Public Works is the Directorate General of Housing, Building, Planning and Urban Development, Directorate of City and Regional Planning. The USAID consultant to the project was PADCO (Planning and Development Collaborative, International) Inc.

Overall project and general direction are the responsibility of the National Steering Committee, consisting of the Director General of Housing, Building, Planning and Urban Development (Cipta Karya), Ministry of Public Works; the Director General of General Administration and Regional Autonomy (PUOD), Ministry of Home Affairs; and Deputy V of the National Development Planning Body (BAPPENAS). On the project's Technical Committee serve the planning bureau heads of the Ministries of Public Works, Home Affairs, Agriculture, and Communications; the Director of the City and Regional Planning Directorate in Public Works and of the Regional Development Directorate General in Home Affairs; and the head of the Bureau of Physical and Spatial Planning in BAPPENAS. At the regional level, an Advisory Committee consisting of the chairman of the four provincial development planning bodies (BAPPEDAS) in the Northern Sumatra Region provided guidance to the project.

The broad objective of Project LTA-12 as described in the Project Paper is the creation of "more effective institutional capacity for the planning, implementation and evaluation of development activities in Indonesia, which provide the base for increasing rural income and broadening participation in the development process." Specifically, and as originally conceived, the project's purpose was to assist in the establishment of coordinated provincial and regional planning programs for Major Development Region "A" (WPU-A), consisting of Aceh, North Sumatra, West Sumatra and Riau. As work on the project progressed, however, it became evident that, given the project's resources and the variations within the region, it would not be possible to provide high-impact and integrated assistance to all four provinces simultaneously and within the period of LTA-12. It also became apparent that it would first be necessary to strengthen the planning and

management functions in the individual provinces before interprovincial planning and management could be realized. At the same time, it was felt that urgent interprovincial projects in the Northern Sumatra Region, e.g., environmental stabilization, interprovincial transportation, and some aspects of training and research, could be handled by setting up special committees and working groups comprised of officials from existing governmental institutions.

In consideration of the above, a decision was made in March, 1980, to focus project activity in one province, with that province serving as a test case for the development of a planning and management model for the other three provinces in WPU-A. The province selected for this purpose was Riau, primarily because of that province's early expression of interest in being a focal point for LTA-12 activity coupled with the fact that GOI has assigned Riau a heavy role in transmigration schemes. A third reason for selecting Riau as the test province is the GOI's interest in expanding the province's economic base beyond oil.

Using Riau as a laboratory and model for replication since March of 1980, the project has had four projected outputs as follows:

- (i) Recommendations for an improved system for annual planning and budgeting (APB). In fact, the project is concerned with the whole configuration of development planning, programming and budgeting/financing, but for the sake of convenience the terminology "annual planning and budgeting" is used most frequently in project documents.
- (ii) The preparation of a medium-range strategic development framework (SDF) for Riau for the period 1982/83 - 1988/89, including guidelines for immediate action.^{1/}
- (iii) A functioning information system.
- (iv) Manpower development activities and recommendations.

^{1/} Originally there was to be support also for the establishment of comprehensive long-range (20-30 year) planning, but it was agreed early in the project that, given the uncertainties inherent in long-range projections, the high discount rates to be applied to future benefits and costs, and data and staffing limitations, the Government's purposes could be best served by focussing attention on a medium-range (5-10 year) horizon. This does not preclude longer-range concerns for specific subsectors and variables for which this is appropriate.

All four of the outputs are intended to be mutually reinforcing elements for strengthening development planning and management capacity, effectiveness and efficiency in the provinces, with both the manpower development component and the information system looked upon as supporting elements for the other two outputs.

It is perhaps appropriate to point out in this preface that this project differs from earlier regional planning studies carried out in Indonesia in that every attempt was made to avoid a dominance of decisions by foreign specialists. With this in mind, the consultant group was designed to be small, with the intent of strengthening local capacity - in part by having to depend upon that local capacity, and in part through training and by transferring knowledge to the GOI counterpart officials affiliated with the project. As one means of putting this approach into practice, two officials from each of the four BAPPEDAs Tk.I in WPU-A were assigned to the LTA-12 core team and worked with the project throughout its duration. After the March, 1980 decision to concentrate project activities in Riau, this core Indonesian team, along with their foreign counterparts, worked extensively with the Riau BAPPEDA, and through the BAPPEDA, with the Kanwil-Kanwil, Dinas-Dinas and other agencies in the province.

During the latter half of the project period, LTA-12 personnel also carried out a limited amount of project activity outside of Riau, primarily in Aceh.

In addition to this Information Systems report, the project has produced four other major technical reports. These are:

- (i) A Strategic Development Framework for Riau Province, 1982/83 - 1988/89, with Guidelines for Immediate Action.
- (ii) Guidelines for Annual Planning and Budgeting at the Provincial and Subprovincial Levels of Government.
- (iii) Guidelines for Establishing Information Systems for the Planning and Management of Regional Development.
- (iv) Manpower Development Recommendations for Key Development Agencies Functioning at the Provincial and Subprovincial Levels of Government in the Northern Sumatra Region of Indonesia.

All of the project's five final technical reports are supplemented by technical memoranda, working papers and interim consultant reports.

In addition there is the consulting firm's end-of-project report, which contains a review of project accomplishments and shortcomings together with recommendations for follow-up activity.

ACKNOWLEDGEMENTS

The Northern Sumatra Regional Planning Study (LTA-12) team has been composed of technical staff from central government agencies and the BAPPEDAs of the four participating provinces, together with the consultants to the project. This team has taken the principal responsibility for the work on all four of the project's thrusts, but since March, 1980, when activities were focused on the Province of Riau as a test case, the team has worked in close collaboration with the BAPPEDA Tingkat I Daerah Riau and has had a field office in Pekanbaru provided by the BAPPEDA.

The team wishes to take this opportunity to express its appreciation of the support it has received from the several government policy levels relevant for the project and the technical collaboration provided by the many agencies and individuals who have devoted time and provided information which has been of great help in the execution of the work.

These agencies and individuals are too numerous to identify in detail but special thanks are due to members of the National Steering Committee, the National Technical Committee and the Provincial Advisory Committee. Thanks are due also to the officers and staff members of the Biro-Biro Pembangunan, Biro-Biro Keuangan and Dinas-Dinas Pendapatan Tingkat I who have participated in technical discussions and reviews, together with the officers and staff of the corresponding Tingkat II entities. The officers and staff of a number of sectoral Kanwil-Kanwil, Dinas-Dinas and other line agencies in Riau gave their time over extended periods and several of them played key roles in formulating the project's findings and recommendations. The Bupatis and Camats in Riau have been invaluable in identifying local concerns and priorities and in facilitating the team's field work.

The project has benefited also from discussions held with a variety of individuals and groups in the private sector and from information provided by other teams working on projects in or relevant for Riau. In the latter category special thanks are due to the team working on the study of the water resources and potentially irrigable land of Riau and the IGS/DMR North Sumatra Project which has been investigating the geology and mineral potential of the Province. In both cases, technical staff members of these projects gave unstintingly of their time in discussions with the LTA-12 team and made their own

data and findings available even before their formal publication, thus expediting greatly the progress of the LTA-12 work.

The support and close interest of USAID officers and staff, at all levels and in all of the relevant sectoral and program divisions, together with the U.S. Consulate in Medan, have been invaluable at all stages of the project -- in providing inputs for the technical work, in evaluating the project's progress and in providing sustained administrative backup.

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GLOSSARY

Selected list of English technical terms and the Indonesian equivalent or an explanation. For more complete explanation, see text of the manual.

Accessible	Dapat diusahakan
Accession number	Nomor urut, nomor pemasukan
Accessions file (shelf list)	Arsip tambahan, arsip nomor urut, map pemasukan
Acquisition	Pengadaan, perolehan
Author	Pengarang, penulis
Authority file	Arsip "authority", arsip otoritas, arsip pengarang resmi
Backlog	"Backlog", timbunan pekerjaan yang belum selesai
Call number, classification code, decimal code, code number	Nomor kode, nomor sebutan, nomor panggilan, kode desimal
Card catalog	Kotak, lemari kartu katalog
Cardset	"Kardset", kumpulan kartu katalog untuk satu buku, laporan, atau judul seri
Catalog card	Kartu katalog, katalogus
Charge card, charge form	Kartu, formulir pinjaman
Charged (out on loan)	Dibebankan, dipinjam
Check-in, posting	"Check-in", pengecekan, mendaftarkan penerimaan
Circulation system	Sistem edaran, sistem pinjaman
Citation, identification	Kutipan. Bagian kartu katalog yang termasuk informasi tertiban (kota, instansi, tahun)
Classification	Klasifikasi, penggolongan
Classification code	
See: call number	
Code number	
See: call number	

Decimal code	
See: call number	
Distribution, routing	Distribusi, daftar edaran
Edition	Edisi. (Berbeda dengan cetakan)
Entry	"Entry". Cara masuk sistem untuk mencari data
Field (of catalog card)	Bagian, bidang kartu katalog
Filing	"Filing". Menyimpan menurut abjad (atau menurut nomor)
Filing element	Bagian kartu dipakai untuk masukkan kotak kartu katalog menurut abjad. "Elemen arsip".
Hierarchy	Hirarky
Identification field	
See: Citation	
Kardex	"Kardex". Lemari arsip khusus untuk kartu seri
Label (noun) as for a book	Etiket
Label (verb)	Membubuh etiket
Main entry	"Entry" pokok. Entry, biasanya yang pengarang. Perlu bagian "Tracings" dibawah kartu katalog
Maintenance	Pemeliharaan
Materials	Bahan-bahan
Monograph	"Monograph". Buku-buku, laporan-laporan yang non-seri
NCR (No Carbon Required)	Formulir tanpa carbon
Note, memo	Catatan
On-Order file	Map, arsip dalam pemesanan
Order slip (NCR)	Slip pesanan (NCR)

Printing	Cetakan. Berbeda dengan edisi
Processing	Pengolahan (juritulis)
Received file	Map, arsip penerimaan
Retrieval	Pencarian keterangan
Routing	
See: distribution	
See reference	Referensi lihat
Selection (policy, for example)	Seleksi, pilihan
Serial record file	Map, arsip catatan seri
Series	Seri; terbit dengan frekwensi tepat
Shelf list	
See: accessions file	
Shelve (verb)	Masukkan dalam rak-rak
Specificity	Kespesifikan, kekhususan
Subject	Isi, pokok persoalan, perihal
Subscription	Berlangganan (majalah)
Tickler file	"Tickler file" map atau arsip yang direncanakan guna mendorong staf pengadaan dalam hal pengadaan publikasi-publikasi yang harus di-pesan pada saat-saat tertentu
Title	Judul
Title page	Halaman judul, lembaran pertama
Tracings field	"Tracings", bagian kartu katalog yang termasuk daftar kartu didalam kardset
Use patterns	Pola-pola pemakaian bahan-bahan
Vocabulary (search vocabulary)	Perbendaharaan kata-katanya dalam mencari data

TECHNICAL LIBRARY OPERATIONS MANUAL
FOR
BAPPEDAS TK.I

INTRODUCTORY NOTE

This library manual is for the most part an integration of the three sub-system manuals released between June 1980 and February 1981. The general introductory and explanatory material from each of the manuals has been separated out and combined into a "system overview" introductory section. This includes comments on the context of the technical library, its objectives, its overall organization, and also on the manual itself. In addition, it includes some specific comments about overall work patterns and about a monitoring and evaluation system for the library.

The actual procedures manuals which constitute the second section have been updated as of the end of June, 1981. BAPPEDA managers will want to read the first section, while the second section deals more with day-to-day detail. The library staff, however, should read both. There are procedures contained in the introductory section which are not specific to any one sub-system, but which are necessary for the smooth operation of the overall library.

At the back is an index, which should facilitate use of both sections of this manual. Also included is a glossary, designed to list English and Indonesian synonyms for technical terms.

- 1 -

SYSTEM OVERVIEW

INTRODUCTION

CONTEXT OF THE TECHNICAL LIBRARY

A library is a type of information system. Libraries preceded the invention of the book as we know it and most libraries have a larger responsibility than to provide books. In government agencies particularly, the task of a library is to provide information services. We have labelled the library designed for BAPPEDA Riau a technical library, to distinguish it from a public library. Public libraries have broader missions, and generally include entertainment materials.

The BAPPEDA Riau technical library was developed to support the planning and management of regional development. It is also intended to be a component of a larger and more complex planning and management information system. A complete description of the library's role in the larger system is described in the Guidelines for Establishing Information Systems for the Planning and Management of Regional Development, a technical report published by the Northern Sumatra Regional Planning Study. This report also includes guidelines and a chronology for expanding the information service in BAPPEDA Riau.

Initially, library materials will include books, journals, technical literature, maps and internally produced data tables. Later services will include the addition of other media as well as more specific data tables and individual data items. It will also include the computer facility, according to present plans. The overall system will be concerned with the production of data, in addition to the collection, storage and retrieval functions normally associated with a library.

WHO PERFORMS INFORMATION SERVICES

The technical library is to provide information services. Not all conceivable information services are at present provided by the library, nor will they be. In time, the library will perform additional services, but some information services will be performed outside the library. Those services provided within the library are selected for specific reasons, one of which is overall BAPPEDA efficiency. The library staff are to maximize this efficiency with a "service attitude!" This is a recognition that it is cheaper for the library staff to do certain tasks than for BAPPEDA data analysts and managers to do them. The library staff will perform as many of the information tasks as possible without diminishing the users' capacity to effectively use the data.

THE BASIC SERVICE : QUESTION-ANSWERING

The library delivers its service by answering information/data related questions. It does so by collecting data and information materials, by classifying them so that they can be stored and retrieved quickly, by then storing in order on shelves, and by retrieving them when needed to answer a question. It is important to remember that question-answering is the final goal of the library, and the staff should not let other day-to-day tasks interfere with this one. The process of question-answering is called reference in most libraries. There are no detailed procedures for answering questions. Reference is a matter of knowing the information sources and communicating with the data user. There is no section in this manual for reference, though a form for noting inquiries is included in the statistics and reports section.

LIBRARY ORGANIZATION

Work in libraries is generally differentiated in two ways. One distinguishes between types of work based on the intellectual and educational requirements. Cataloging and reference are normally professional jobs, while the various processing tasks are normally sub-professional or clerical.

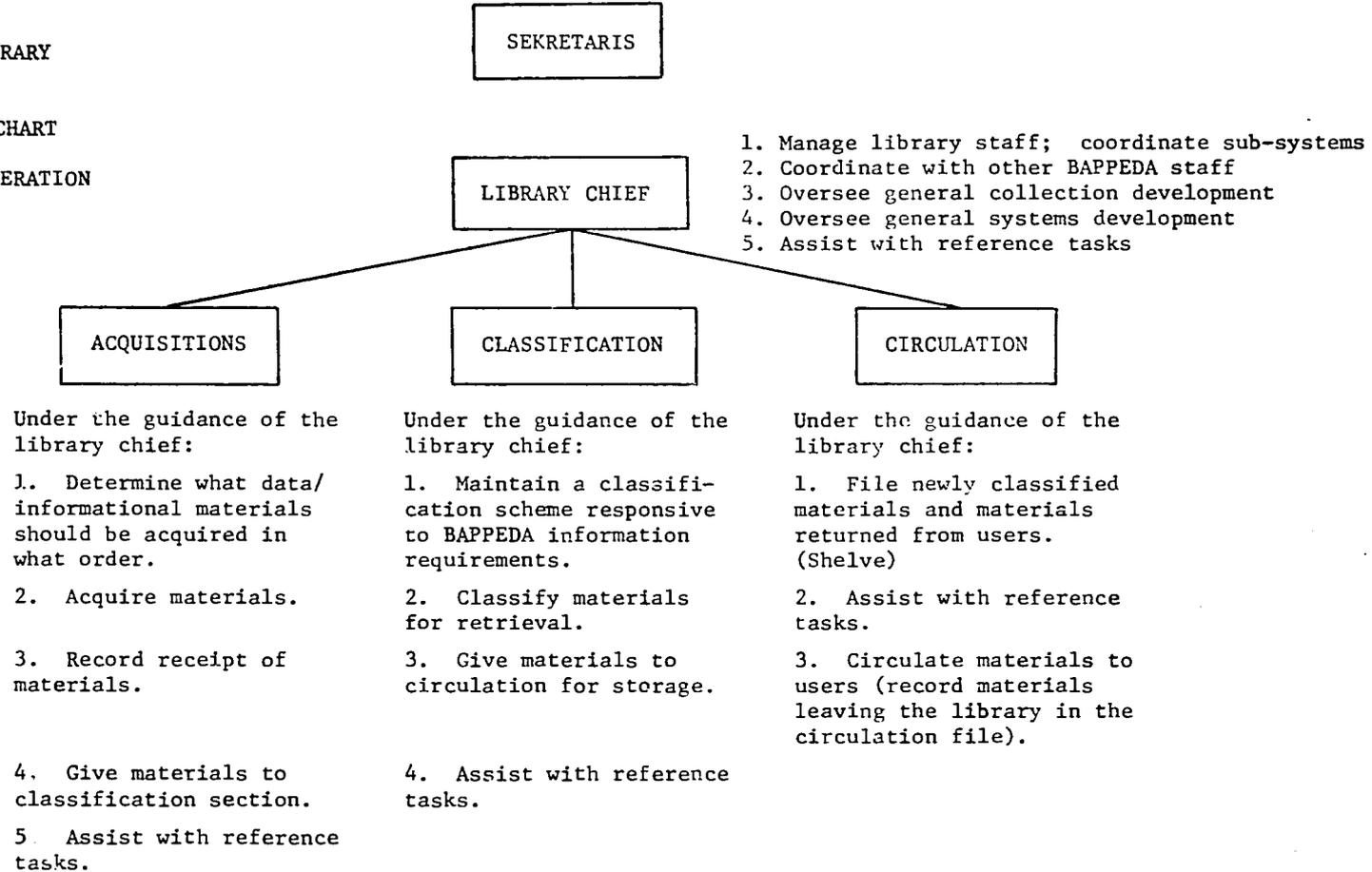
The second differentiation is a functional distinction between acquisitions, cataloging, circulation and reference tasks. The primary organization is traditionally along these functional lines. The BAPPEDA Riau library is small and has no professionals on its staff. While the distinction between professional and processing tasks is not useful at the present, it should be introduced as the library staff grows.

The library then is organized along functional lines. When professionals are added to the staff, they will operate within the functional sections, with the exception of the library chief. Unless it gets very large, the acquisitions staff will not require a professional. Nor will the circulation staff. The cataloging section would have one or more professionals as well as one or more processing staff. Reference would have one or more professionals (as well as processing staff, once the section has three or more professionals).

As the system grows, there will be a need for increased task differentiation. Many procedures in the operations manual imply this differentiation; therefore in the early months or years of operations,

BAPPEDA
TECHNICAL LIBRARY

ORGANIZATION CHART
for
FIRST YEAR OF OPERATION



a single individual may perform a variety of tasks, including those in different sub-systems.

THE OPERATIONS MANUAL

The operations manual consists of detailed instructions for the acquisitions, classification and circulation sub-systems (sections). These are independent modules which have been designed to share record-keeping systems. Work normally flows from the acquisition section to the classification section, then to the circulation section for storage and for retrieval when needed. Most tasks within the sections are independent of other sections. A few comments should be made, however, about work patterns which apply to all sections.

Points about Record-keeping

Libraries work because of their economies of scale. Many of these economies are derived from the record-keeping system. Record-keeping systems have two important characteristics:

- they link the separate sub-systems;
- they do not work if they are incomplete or out of order.

The decimal code, author and title especially must be kept absolutely consistent across all records. They cannot be abbreviated or altered in any way or the necessary link between sub-systems is lost. If records are incomplete or if the records get out of order, costs of the system rise sharply. More importantly, the risk of lost data becomes very high. BAPPEDA managers should not tolerate this kind of misuse of a rather significant investment.

Points about Workflow

The work area for the staff has been designed to minimize the waste of time. Library work is not something that can be done sitting in one place all day, and it is important to minimize unnecessary movement.

Backlogs must be minimized. Backlogs are materials not yet entered into some portion of the record-keeping system. Backlogs are expensive, they result in slow system response and they result in lost data. BAPPEDA library staff and management must cooperate to avoid backlogs

Work areas and work-in-progress must be labelled. If not, materials at various stages of work will become intermixed; work will be unnecessarily repeated, and data materials will be lost.

All materials that enter the library must be stamped with the date of receipt. This is necessary for many control purposes and is crucial to the serials check-in process.

Limitations of the Manual

The manual is designed to give specific instructions for recurring tasks. It does not comment on several extremely important tasks that should be ongoing but whose execution cannot be readily specified. These include such tasks as system research, system evaluation, and modifications to the system. The library must be flexible and adaptive, if it is to provide good service over time. The staff must be receptive to constructive criticism, and should not be "locked in" to procedures which no longer work well. The manual contains means for making adjustments, but it does not describe how the staff are to know when to make what adjustments. Part of the needed skills will come as staff are developed -- educated in library/information theory and further trained in library procedures. Major modifications in the system should not be attempted until one or more staff have some formal education in library methods.

ACQUISITIONS SUB-SYSTEM

Objectives of the Acquisitions Sub-system

The acquisitions sub-system is designed to make available to the target user group those materials it needs as quickly as possible and at as low a cost as possible. There is, however, a trade-off between speed and cost. Maximum speed is achieved when any item which might be requested is already on hand when the requester makes known his need. This requires an expensive sensing mechanism to be able to effectively anticipate the users' felt needs and it requires assembling materials which may never get used (with obvious implications for handling and storage costs). The mechanism for deciding what to include in the system is called "selection policy" and is one of the major topics of the acquisition section of the manual.

System Overview

Serials and monographs

The acquisition system has as one of its objectives reducing costs of acquiring informational materials. It is able to do this despite the fact that acquiring so many different items and keeping records on each one is an expensive process. The system minimizes the number of times an item is handled and uses routines which should be successful when executed by staff relatively untrained in library procedures. The workflow consists of two more or less separate sub-systems: a "series" and a "monographs" system. These categories are not absolutely discrete; some materials will be hard to categorize. Some of the record systems will be jointly maintained, to reduce time and effort. Serials are issued and received on a recurring basis, while monographs are issued on a one-time basis. Serials include materials issued daily, weekly, biweekly, monthly, bimonthly, quarterly, semi-annually, and annually. Materials may also be issued at less frequent intervals, such as one every other year, but the advantage to a serial order system is entirely lost. The BAPPEDA library will consider only materials that are annual or more frequent as serials.

Free or purchased materials

It is also important to note the distinction between what must be paid for and what is free, since management usually will want to exert controls over encumbrance of funds. In the early years of the operation of the Information System, most materials will be free, but it is those that cost money that require more space and more elaborate records for longer term storage.

Cost for insufficient care

Precision and discipline may seem unimportant at first, but in fact the need will become painfully apparent as the system starts to grow and misplaced records cannot be found. It is inexpensive to maintain discipline and keep records and files correctly, but expensive to hunt for lost materials. It is extremely expensive to have to go back and reorganize a system that has gotten out of control. When the time comes to use the computer, it will be clear that it is impossible for the computer to manipulate unordered data meaningfully. When the system is computerized, it will be far cheaper to do so if the records have been properly kept.

Selection Policy

"Selection" is the process of deciding what informational materials are to be acquired for or discarded from the data base. There are two sources of input to this selection process. The most important - and most straightforward - is the response to a specific request from a user. The second is selection by the information system staff in anticipation of the needs of the users.

User input and staff input

For the most part, a direct user request is to be considered a sufficient condition for going ahead and acquiring an item. However, this statement must be modified for several reasons. Users ask for information based on their own need, but generally not on the availability of an item or the cost of acquiring an item. It is the task of the information system to determine whether a data item is already available, where, and at what cost to the BAPPEDA. If the item is not available or if the cost is high, the I/S staff and the user can negotiate. Perhaps the analyst can use another indicator or perhaps some older data. On the other hand, perhaps the need justifies purchase of an expensive publication, or requires that a survey be undertaken. Perhaps the data must be foregone.

Most differences among professionals can be resolved easily, but it must be remembered that the analyst is more informed about his information requirement, the information staff about the costs of providing it. There is often a clear difference in who has to do the work or absorb the cost of getting it done. These conflicts must be settled by the chairman or his agent.

Basically, analysts know what kind of data is or is not available, and the majority of requests are not controversial. They are to be filled unless there is a good reason why not. The second class of input comes from the information systems staff themselves. Because one of the goals of the system is speed, it is important to try to anticipate the information requirement of analysts and decision-makers. It takes weeks and even months to acquire some publications and this is a fact that must be lived with. In addition, this library system is designed to be more complete than individual users would make it themselves. Especially in terms of serial reports, the library will attempt to acquire every issue, while users themselves usually acquire an issue only if they need that particular issue at that time.

One of the tasks of the library staff is to know the general information needs of the staff and to acquire certain materials in advance of the user's request. There is an element of gambling here. There are costs incurred in materials acquisition, and yet there is a certain risk that a particular item may not be used. This of course drives up the cost of acquisition, the hoped-for benefit being additional speed and user satisfaction.

To keep these costs low, the library staff must develop a close working relationship so that judgements about selection will be better informed. In addition, staff must consider the total costs of acquiring a publication, including: purchase price (if any); staff time for acquiring, classifying and storing; space used in storing; and "system clutter" (delays caused in retrieval because irrelevant materials are in the way).

Discarding

There is to be an annual review of materials on hand with a view to discarding irrelevant publications. This is an integral part of the selection process (selecting out), and if it is not done systems costs rise sharply. Selection decisions are made by the head of the library.

Summary of selection policies:

- Most user requests are to be filled. The burden is on the information staff in denying a request;
- Any conflict between library staff and users on selection is to be settled by the Chairman or his agent;
- Library staff are to select some materials in anticipation of their use. Decisions are made by the head of the library, with the approval of Sekretaris;
- The acquisitions technician is to review the collection annually, on or about 1 October, for discarding irrelevant publications.

CATALOGING SUB-SYSTEM

Objectives of Classification for Retrieval

Classification of the materials that come in to the BAPPEDA is very expensive. The person or persons who actually do the classification must be skilled professionals who know the principles of classification, who have a broad knowledge of the entire scope of BAPPEDA's subject work, and who can work directly with each sector analyst and manager to work out his information needs. These skills are not very common and the cost of such an employee is not low. In addition, the processing of data materials by the classifier takes a certain amount of time, which is also a cost to BAPPEDA. A responsible manager must find out whether this cost is justified.

Of course in proposing this system we feel it is thoroughly justified. The costs to the BAPPEDA of the present system for retrieving documents that are already in the BAPPEDA is very high, characterized by the following problems:

- a. There is no central record of what has come into the BAPPEDA that can be examined by every analyst; the result being that materials in the system are requested from other agencies more than once. This makes BAPPEDA look foolish and irritates other agencies.
- b. Analysts can only find materials quickly if they are in their own work area - and then not always. Each analyst tends to assume that a particular book or report is useful only to him, yet experience indicates that this is simply not true, over time.
- c. The analyst cannot quickly determine what data is and is not available. He often makes decisions lacking the best available data. He has no practical way of acting to improve the data which is available.

These aspects of the present system drive up the costs of scarce time of the sectoral analysts and BAPPEDA management, and diminish the effectiveness of BAPPEDA outputs.

The goals of any classification system are to provide a single location of a record of all materials in the system and to speed up the time it takes an analyst to get the data he needs. There is an assumption implicit in all classification schemes: that people do not always ask for data materials already knowing that they exist and what

the authors or titles are. The most expensive and difficult retrieval is by subject, yet that is exactly how most people ask questions. Classification schemes provide access (permit retrieval, that is) by subject.

A second assumption in the creation of a centralized information system is that it is cheaper for most information tasks to be performed by the information staff. While the burden of doing information work on the part of the analyst cannot be eliminated, most of this burden should be assumed by the I/S. This is what we call a "service attitude". It does not mean that the I/S staff are to be servants, or in any way subservient. It does reflect the fact that most information function are cheaper if performed by the I/S staff. The classification scheme, then, transfers as many as possible of the burdens of retrieval to the I/S staff.

Specific Objectives of This System

In addition to meeting the objectives of centralized file location and rapid retrieval by subject intended in any classification system, there are particular reasons for using the Dalam Negeri system. In each case, the criterion for considering the various aspects of system selection is cost, over time.

- a. There is a close match of the body of knowledge treated by the Dalam Negeri system with the tasks of the BAPPEDA. Public Administration is stressed.
- b. The costs of system maintenance (generally, the publication and updating of the classification book) is shared. This cost can be very high, and wherever possible it is better to sacrifice some of the "match" in favor of sharing costs - submitting to a standard. Unfortunately, it is not clear from the Keputusan exactly what the maintenance mechanism will be or the frequency of updates, but it is expected that this will be worked out.
- c. The system is very flexible. It is not too complex for present needs and can grow to accommodate as many as 200,000 items.
- d. The decimal system used is similar to other decimal systems in widespread use in Indonesia. Most researchers are at least somewhat familiar with its principles.

e. It is expected, according to instructions of the Minister Dalam Negeri, that all elements of the Department will use the system. There is no good reason why BAPPEDA Riau should not comply.

What the System Does not Do

There is a relationship between the number of items in a data base and the level of specificity of the code which can be used to retrieve the items. Decimal codes are familiar to many people, and they illustrate what is meant. If a data base (or library collection) has 1,000,000 items, you cannot efficiently use a code with only three digits. There would be too many items with the same code. A three digit code might work very nicely for a data base of 1,000 items. A collection with 1,000,000 items will need decimal numbers of about six digits; for example, 318.142. These increased digits provide additional levels of specificity.

There are two different (through related) types of data handling problems in any organization that uses statistical tables, like BAPPEDA does. One is the handling of publications which contain, among other types of information, data tables. The other is the handling of the data tables within these publications. Basically, analysts have questions which are answered by the data tables within the publications. Obviously, since there are often many tables in a single publication, there are many more data tables than there are publications. The census of population (1971) for Riau has 58 tables, for example. Ideally, an information system with data tables should provide access directly to every table, using every item which an analyst might use to specify his data requirements. Theoretically, such a system is almost possible. In fact, it would cost far more than Riau Province would be able or willing to spend. Clearly, a compromise must be made. The system will not try to reach the ideal of instant retrieval of every table by every term. Instead, it will try to get the fastest possible retrieval of data given the resources available.

The two types of data handling problems, then, are differentiated by their level of specificity. Data tables are more specific, the publications in which they appear are more abstract, or more general. The Dalam Negeri classification scheme is primarily designed to retrieve materials at the higher level of abstraction - the publications. It assumes that at a fairly low cost, each analyst (once the publication is in hand) can look over the contents and quickly determine

whether the data table he needs is in it. A separate system is to be designed which helps the analyst organize and specify his data requirements and helps him to link up these with the publications controlled by the Dalam Negeri classification scheme. The Dalam Negeri system will provide access to publications. It will not do very much about what is inside the publication (though the system manual will show that some help at this level is provided).

The classification scheme does not transfer all the burdens of information or publication retrieval to the I/S. Because of high costs, some work is still to be done by individual analysts, especially in specifying his data requirements. The I/S, for example, cannot be expected to respond to very broad requests like "I want all the data on health". While I/S staff will want to be as informed as possible, they do not displace data analysts. Many of the data problems of the BAPPEDA derive from difficulties BAPPEDA staff have in framing the right questions to help decision-makers act, and in specifying their data requirements. The I/S can assist in developing a methodology for helping with this, but cannot replace the data analyst who has specific sectoral expertise.

The relationship between the data analyst and the Information System staff is one of question negotiating. Sometimes, in fact often, the analyst will request information which cannot be supplied at a reasonable cost. In these cases it may be necessary to reframe the question. The same principle applies to the classification scheme. The terms which provide access to the publications are a matter of negotiation. Language changes, words change, and the information requirements of the sectoral analysts change. The I/S and its classification scheme cannot function without the regular input of the BAPPEDA staff. A smoothly operating information system and filing scheme do not function without cooperation of the rest of BAPPEDA. Information is a shared responsibility.

CIRCULATION SUB-SYSTEM

Objectives

The basic objectives of any circulation system are to (1) equitably ration the distribution of scarce informational materials among users and (2) to provide records which permit library staff to be more fully informed of materials use patterns of BAPPEDA staff for purposes of selection and retention. The first objective is towards increased efficiency, the second towards increased effectiveness.

Given unlimited funds, space, equipment and staff, there would be little need for a circulation system. Enough copies of all materials could be acquired, stored and made available on demand to all users simultaneously. However, the major reason for having a library is to increase the effectiveness of the BAPPEDA information base for planning while minimizing the cost of doing so.

Frequently, it is possible or appropriate to have only one copy of a publication, which must be shared. This means if one user is using it, the library staff must know where it is and be able to retrieve it. The circulation system, if it works, permits the staff to do so.

This "control" of materials is likely to be extremely difficult to achieve in the Indonesian government environment, for four reasons:

- Many Indonesian professionals are relatively unfamiliar with libraries, especially in their place of work. They are not accustomed to submitting to the discipline necessary to make them work;
- Indonesian social patterns of deference to social superiors make it extremely difficult for relatively low level staff to impose constraints on higher level staff;
- Indonesian government officials rarely impose sanctions for violation of rules. Smooth interpersonal relations are normally more important than what may be perceived as a very minor impediment to the delivery of services; and

- Library staff frequently allow circulation procedures to obscure the purposes of the library in general and of the circulation system in particular. Form cannot be allowed to take precedence over content.

The first and third points above can be mitigated by good training of library staff and of BAPPEDA users and also by good management practices within the library. The second and fourth points will require a recognition on the part of top-level BAPPEDA management of the nature and extent of the problem. BAPPEDA management must be willing to support library circulation policies and allow them to be imposed on all library users. If these circulation controls cannot be imposed successfully, the only alternative will be to increase the cost of library operations through the acquisition of additional copies.

Where there is a competing need for materials, for example where two staff need the same item at the same time, it is not the responsibility of library staff to decide who is to have priority. This should be based on work requirements and negotiated between competing users. Where agreement cannot be arrived at, the library will charge an item to whomever the BAPPEDA chairman or his agent instructs. A list of priorities is included in the section on circulation policies.

The overall objective of the library is to provide information services to the BAPPEDA, not to act as constraint on the system. Circulation procedures are to remain uncomplicated to the user. Circulation policies are not to hinder the use of informational materials. It is not necessary that books and reports actually remain in the library, only that they be accessible in a reasonable time. A card file of user names will be maintained. Each card is filed by the last name of the user and includes his office name, address and telephone number as well as his home address and telephone number. Materials are not charged unless this card is prepared. After a card is on file, the user need give only his name, which the circulation staff will enter on the charge cards. Loans will be for two weeks for most materials and are renewable.

MONITORING AND EVALUATION

The library must be adaptive. It must respond to the changing information requirements of its user community. The staff must have a way of knowing what changes are required when. In addition, the library is responsible to BAPPEDA management and must provide the means for management to evaluate its information system.

Ideally, what is wanted are measures of impact which could be analyzed by library staff and reported to BAPPEDA managers. Since there are no such measures, data are collected which measure volume and type of activity. These "statistics" are intended as surrogates for measures of impact and are used by the staff for internal management and system improvement as well as for reporting to superiors.

The data collected should answer questions such as:

- Are staff meeting deadlines ?
- Does the collection match user requirements ?
- What needs to be ordered to meet those requirements ?
- Do procedures need revision ?
- Is it time to consider shifting to a greater level of disaggregation in data retrieval ?
- Is it time to automate some operations ?
- Is staff level adequate ?
- Are staff skills adequate ?

The statistical reports indicated below should be reviewed by the library chief with his staff on a monthly basis. The library should report these data to the Sekretaris monthly, with an annual report which analyzes progress and problems during the preceding year. These reports are prepared from component inputs from the various sub-systems, as well as from individual staff members. Especially important, though perhaps difficult to analyze, is the section of the reference report on questions that could not be answered. These are often very illuminating for system evaluation.

The component reports are as follows:

Acquisitions is to report:

1. Total titles added;
2. Total volumes added;
3. Total volumes purchased and received, their cost;
4. Total volumes free received.

Cataloging is to report:

1. Number of cardsets prepared;
2. Number of volumes in backlog.

Circulation is to report:

1. Volumes circulated during reporting period;
2. Volumes outstanding.

Individual staff are to report reference volume classified by:

1. Questions requiring less than 15 minutes to respond to in full;
2. Questions requiring 15 minutes to 1 hour to respond to in full;
3. Questions requiring more than 1 hour to respond to;
4. Questions that could not be answered: these are to be listed.

In addition to the above "statistics", the report is to include a textual segment which addresses at least:

- 1) Major progress towards goals, objectives.
 - 2) Major problems or obstacles preventing reaching goals or objectives.
 - 3) Proposed solutions to problems.
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19-

OPERATIONS MANUAL

A. ACQUISITION MANUAL

A.0 Manual Maintenance and Change Procedure

Copies of this manual are to be maintained by the Sekretaris and by each professional on the library staff. The manual is bound in such a way that replacement pages can be inserted and superceded pages removed.

The procedures in this manual are to be followed without exception. If it is not possible to do so, a change in the manual is required. Manual changes are issued by memorandum, after agreement within the library, by the head of the library. The memo indicates what paragraphs are to be deleted, added or changed. Note that the paragraph numbering of the manual is a decimal arrangement and permits insertion/deletion without renumbering.

A.1 Overall System Records

One of the stated objectives of the information system is to reduce costs by centralizing acquisition of data materials, increasing cooperation and reducing redundancy. This can only be accomplished with a very thorough, detailed record-keeping system. The library staff must know exactly what is and is not in the system, and this information must be retrievable in seconds, not minutes, when given an accurate citation. Retrieval by subject should also be rapid, but the same speed cannot be expected.

The following record files are necessary for the acquisitions process:

- Card catalog; with cards which provide retrieval by author(s), organization(s) responsible, title(s), subject (s).
- Accessions file; maintained by cataloging, contains a duplicate of the main entry card and filed by accession number.
- On Order file; shows each item which has been ordered.
- Received file; shows each ordered item which has been received in the library.
- Purchase file; record of those items that require money.

- Serial Record file; records the order and receipt of each issue of each periodical publication.
- Tickler file; alerts staff to order serial publications at the appropriate time.
- Source/Publisher Address file.
- Authority file; official names for institutional authors.

A.2 System Flow

A brief description of the flow through the system will be followed by more complete descriptions of each record file, followed in turn by a flow chart.

The system receives an instruction to acquire a data item. The staff must first make sure the item is not already in the system or available in some other publication which is in the system (in the card catalog, shelf list, order file, or received file). If not in the system, the acquisitions staff tries to locate it, trying first the source/publisher address file and any agency obviously responsible for issuance. Once located, the library staff assesses the cost of acquisition. If acceptable, an order is prepared, sent, and a record placed in the On Order file. If not acceptable, the staff must negotiate with the requester or cease acquisition. A distinction is made at this point between serials and monographs. If it can be determined that data needed comes in a recurring publication, a serial record card of the appropriate sort must be prepared (see forms appendix). A copy of the order document is placed in the On Order file and a copy clipped to the serial record card, which is then filed in the Serial Record file. For monographs, this step is omitted; the copy of the order is placed in the On Order file.

On receipt of the publication, a record must be made of the receipt. If a serial, the serial file must be searched. If the issue in hand is not the first time the title has been received, the receipt is noted on the serial record card, the issue is marked, the accessions number is added to the accession number slip in the catalog, and the issue is sent to the appropriate destination. If it is the first issue of a serial to be received, the card is appropriately marked, the order slip is removed from the On Order file and sent to the cataloger. The cataloger assigns a classification code and returns the order slip to the acquisition staff, who place the slip in the Order Received file.

If the item received is not a serial, the order is pulled from the On Order file and sent to the cataloger, who will return it to be filed in the Order Received file.

If the item is purchased, the steps are the same as the above except that an additional copy of the order slip is maintained in a Purchase file. The slip is marked with the actual funds encumbered and the account number encumbered when the item is ordered (this procedure will have to be matched to existing BAPPEDA practice). If for any reason this must be changed on receipt, the new price is recorded and underlined. The date of receipt is added to the purchase copy of the order form.

A.3 Individual System Files

The specific nature of those files to be maintained for acquisition purposes is indicated here, as well as brief descriptions of files maintained by other elements of the library.

A.3.1 The Card Catalog - provides access for users and staff to the entire contents of the collection by author, title, and subject; filed in a single alphabet. The purpose is to try to anticipate any retrieval term and provide access by that term. The card catalog is maintained by the cataloger, but used by the acquisitions staff for identifying what is already in the collection to prevent redundant acquisition. It is also used by acquisitions staff as an aid in identifying potential sources of data-containing publications, for locating addresses, and for knowing the general scope of the collection. Each card contains the classification number (or code number), which shows exactly where the item is filed.

A.3.2 The Accession File - a photocopy of the "main entry" cards in the card catalog is filed by the Accessions number stamped or written on it. This slip will be used to produce the monthly accessions list and also provides the unique identifier necessary for automation of the records.

A.3.3 The On Order File - each item that is ordered, whether it be a purchase or free, a serial or a monograph, ordered by mail or by telephone, is to have an Order Slip (see forms appendix) prepared and filed in the On Order File. The purpose is to be able to know what has come in, what has not, and when an item was ordered. Also, it is a check to prevent redundant acquisition.

The Order Slip is filled in as follows:

- Field 1 : The personal or institutional author.
- Field 2 : The exact title.
- Field 3 : The year to which the data refers, or if this cannot be determined, the year published.
- Field 4 : If the requested item is a serial, the needed dates or volume number to accurately specify the needed item.
- Field 5 : The price in rupiah. Indicate if free.
- Field 6 : The person to contact at the organization from which the item is being ordered (if available).
- Field 7 : Date ordered.
- Field 8 : Name of organization from which ordered.
- Field 9 : Address of organization from which ordered.
- Field 10 : Telephone number of organization from which ordered.
- Field 11 : Signature/initials of official approving purchase.
- Field 12 : Accounting code (if necessary).
- Field 13 : Date document received.
- Field 14 : Acquisition accession number.

The critical items are those that identify the publication. These should be precise for two reasons: to ensure that the right publication is received, and to prevent errors and confusion in handling the document once in the system. The organization name, address and telephone number are filled in where needed or available, but can be omitted. The classification number is provided by the cataloger after a document is received. The date received is filled in on receipt of the item. The accession number is taken from a list of numbers one-up, and is used to control individual orders. It is not the same accession number applied by the cataloger to the book label and circulation records, though the technique for deriving it is exactly the same.

The Order Slip is a 5-part NCR form. The top two copies go to the source, one of which is to be returned with the requested item. This simplifies locating the order, although it cannot be expected that all suppliers will comply. The third copy is placed in the pending file, filing on the main entry (personal or organizational author) according to the Standard Library filing instructions. The fourth copy

is placed in the Purchase file, if the item is not free, filed according to standard filing rules. The fifth and final copy is attached to a blank Serial Record Card, if it can be determined that the item is a serial; if not, it is discarded. The blank Serial Record Card and the NCR form are filed in the serial record file according to the expected main entry. This may be altered by the cataloger when the item is actually received and examined.

A.3.4 The Received File - shows the receipt of those materials that were ordered. On receipt of an ordered item the Order Slip in the On Order File is removed, attached to the publication, and taken to the cataloger, who applies the classification code. This process may take a few minutes or a few days, depending on the cataloger's work load. The cataloger returns the material to the acquisitions staff, with the classification code in the upper right hand corner of the Order Slip. This Order Slip copy is then filed in the Received File according to standard filing rules.

A.3.5 The Purchase File - those items that must be paid for are recorded using the fourth copy of the Order Slip, filed according to accession number. This file is designed to achieve control over expenditures and permit rapid accounting for materials purchased. The materials to be controlled are informational publications, not supplies or equipment.

A.3.6 The Serial Record File - this file is the core of the serials control system and the principal source of economies to be achieved by the acquisitions system. It employs a series of 5 by 8 inch (13 by 20 cm) cards which are closely tied to the card catalog and in fact are an extension of the card catalog. The card catalog provides access to serials at a certain level of generality: the cards tell you the title and perhaps the author of the overall serial, but they do not tell you which issues have been received by the library. This is the principal function of the cards in the Serial Record File. In addition, the file permits the rapid identification of new serial titles and shows all necessary ordering, routing and retention instructions.

There are two types of Serial Record Cards, one for publications having daily, weekly, or bi-weekly frequencies and the other for monthly, bi-monthly, quarterly, semi-annual, or annual frequencies

(or anything in between). There are examples in the forms appendix, and complete instructions for filling out the serial record cards appear in this manual under "Serial Systems Procedures".

A.3.7 The Tickler File - this file is designed to alert acquisitions staff to acquire those publications that must be ordered at a particular time. For the most part, these are serials which might need annual requesting or renewing. The library is missing many issues of serials which the BAPPEDA needs for time series analysis, and the Tickler File is expected to reduce the incidence of gaps in issues caused by simple failure to request regularly. The file consists of a photocopy of the Serial Record Card (for those items that are serials) or of a blank 5 x 8 card with the necessary order information for those items that are not serials. On or about the first day of each month, the cards (which are filed by month-to-be-ordered) are pulled and orders placed for those items scheduled for that month. If appropriate, as it usually is for serials, the card is re-entered in the file in the correct place for the next order cycle.

A.3.8 The Source/Publisher File - this is a file maintained on 3 by 5 inch (7.5 by 13 cm) cards, each of which shows the name, address and telephone number of people and organizations from which publications are available. The format is not important, and the card should contain such information as is important for ordering. A card is to be prepared for each new source at the time the order is placed. The cards are filed by the name of the person/publisher.

A.4 Serials System Procedures

A.4.1 Overview

In order to handle many individual pieces of materials economically, a Kardex serial system is used. This system employs a serial of 5 by 8 cards in a "Kardex" file which permits viewing and writing on both sides of a card. The main filing element (entry) is all that is visible when the drawer is open for retrieval, which permits rapid scanning of the main entries. When the needed card is located, the cards above it are flipped over so that the needed one can be read or written on. Cards are filed according to standard filing rules, filing first on the bottom-most lines, then the next line up, then the top-most line.

As each item identified as a serial issue is received, its receipt is recorded on the card specific to that title. When various identification elements of the card change, the changes can be informally applied to the card. They are brought to the attention of the cataloger, who will decide if a new cardset for the catalog should be prepared. If changes in the author or title are sufficient to affect the filing order of the Serial Record Cards, a new card must be prepared. The old one is retained in the file and a reference made in the catatan area to the new title. Similarly, a see reference is entered in the catatan area of the new card which points to the existence of an older title. Authors and titles must match exactly those used in the card catalog.

Understanding of the flow of the acquisition system and its serials component will be simpler if the Acquisition System Overall Flow chart (attached) and then the Serials System Flow chart (attached) are reviewed carefully. The actual preparation of new cards and the filling in of the cards when materials arrive is a bit complex, but will become very routine with a little experience. Some publications will always present problems in deciding whether or not they are serials, and a final decision comes from the cataloger.

A.4.2 The Ordering Process for Serials

The serials record system in most cases begins with ordering a document. The acquisition staff is given a request to acquire a particular data item. It searches the library records to determine whether the data is already in the system. If it is, the book, report or file which contains the data is delivered to the requester, using the circulation system. If the needed data is not already in the system, the acquisition staff must find out where it is. The first place to search, unless the location of the item is already known, is the published literature. More often than not, the needed data will be found in a serial publication.

A.4.2.1 If a serial publication is to be ordered, the first step is to determine the source. For most reports from government agencies, this is a simple matter of a written or telephoned request, a messenger, or perhaps a personal visit. One problem in acquiring free materials particularly is that the publisher is unlikely to have a system for regularly sending anything to a particular agency such as the BAPPEDA, while it is in the fiscal interest of the library to have to

order an item as few times as possible. An attempt should be made to get the supplier to send reports, for example, on a regular basis; but assurances that he will do so should not be counted on. This is the reason for the Tickler File. Where appropriate, the authority of the BAPPEDA chairman should be used to request materials, whether on a one time basis or by a single request for recurring delivery.

Commercial publications, for the most part, have learned that it is in their self-interest to maintain a subscription system, whether their product is free or must be purchased. For these publications, the acquisitions staff must tailor their order system to the requirements of the publisher. If the item must be purchased, approval for the disbursement of funds must be secured from the Sekretaris.

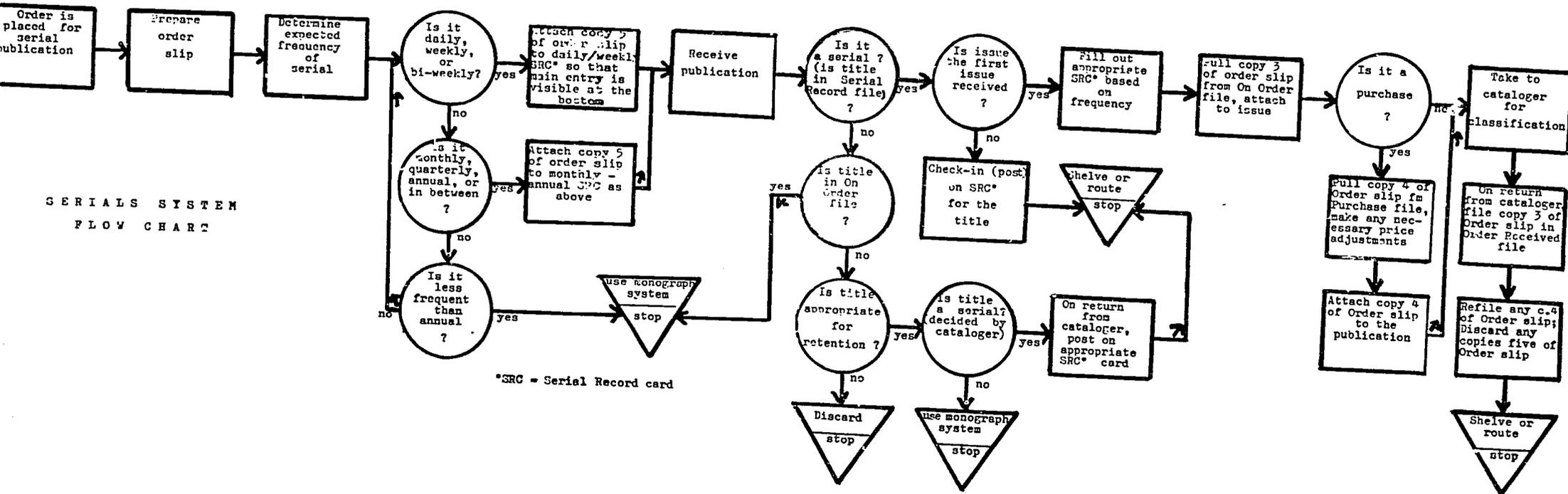
A.4.2.2 The Order Slip is then prepared. This record is always prepared even though it may not be needed to secure the serial. This is because the slip is a record of what is ordered as well as a device for actually placing the order. Where it is to be sent out, the complete address of the source must be included. The "citation" elements - the author, title, and publication dates must be entered and they must be as accurate and complete as possible. For organizational authors, use the form in the Author Authority file maintained by the cataloger. Where a sample copy is available, use the citation elements from the title page where possible.

A.4.2.3 The accession number is derived from the accession list maintained by the acquisition librarian, not the cataloger's accession number. The accessions list consists of a page of four digit numbers starting from 0001 through 9999. Fill in Field 14 with the next unused accession number and then strike through that number on the official accessions list:

The last used number was 0343, the next unused number is 0344. Place the last two digits of the year, then a hyphen, then the number 0344 in Field 14 of the Order Slip: (81-0344). Strike the number 0344 from the official accession list.

0344
0345
0346

SERIALS SYSTEM
FLOW CHART



A.4.2.4 If the item is to be purchased, pencil in the price in Field 5. It may need to be changed later, if perhaps an error was made, or the price increased, or postal charges had to be added. Where necessary, add accounting data to Field 12; secure the approval of the Sekretaris, who signs in Field 11. This procedure will vary with the general disbursing practices of the individual Sekretaris.

A.4.2.5 In those cases where the Order Slip is to be actually sent out, include copy one and copy two of the Order Slip and sent out by mail or messenger. If the item was ordered by telephone or picked up in person, discard copies one and two of the Order Slip.

A.4.2.6 File copy three of the Order Slip in the On Order file in those cases where the item is not already received. If the item is already in hand (which occasionally it will be), attach copy three of the Order Slip to the item.

A.4.2.7 Prepare a Serial Record Card. There are two different cards, each adapted to the frequency with which the serial should come. The majority of serials received by BAPPEDA are quarterly or annual. Copy five of the Order Slip is then attached to the Serial Record Card. At this stage, the Serial Record Card will be blank and is to be filed according to the author entry (where there is one) or the title entry if there is no author.

A.4.2.8 When an item comes into the system, the staff cannot tell whether the title is already in the catalog and serial record file or not (except that with experience the staff learns many titles that come in regularly). To be sure an item is already cataloged, determine first what the MAIN ENTRY is. The main entry is assigned by the cataloger (see cataloging section of manual for full explanation). It is enough here to know that the main entry is the first filing element at the bottom of the Serial Record Card and at the top of the main entry catalog card. Usually, the main entry is the personal or organizational author derived from the Author Authority file. If there is no obvious author, try to look under the title, especially if the item is a newspaper, magazine, or journal. In each case, the cataloger will have used the format on the title page (where possible) not the cover.

If there is already a card for the publication in the Serial Record file, it must be determined if it is the first issue of the title to be received. If it is, the card will be blank and have a copy

five of the Order Slip attached; proceed to paragraph A.4.2.10. If the item is not the first issue to be received, proceed to paragraph A.5. If there is no card, proceed to A.4.2.9.

A.4.2.9 If the title is not in the Serial Record file, there are four possible reasons:

- the card has been removed by library staff to work on it;
- the card may be in the file but the item has undergone author or title changes which prevent finding the card;
- the title is new to the library and was not ordered, a gift;
- an error has been made somewhere in the system.

Each of the above possibilities should be examined in the order presented. The first reason - a staff member working on the card - is one of the most annoying because it is so easily prevented. Whenever a card is removed from the file by the staff as sometimes they must be, a dummy card should be typed or even handwritten which shows enough of the author or title to be sure what card is in use and which shows who is working on the card.

The second cause for a "missing" card is an altered author or title format. Unfortunately, libraries must live with this. People who produce magazines, journals and reports rarely have the needs of library workers in mind and see little need for consistency in their statements of responsibility and their titles. Titles, especially, undergo frequent minor changes, often reflecting minor changes in content or purpose, sometimes purely on whim. Library staff should try to minimize their own confusion and that of their users by documenting in the notes section of the Serials Record Card such minor changes. Major changes should be brought to the attention of the cataloger for a judgment about whether to prepare a new cardset (and therefore a new Serial Card). A major change is defined as one which changes the filing order of the cards or which reflects significant change in the content or purpose of the publication. Changes in frequency of publication are also to be brought to the attention of the cataloger.

The third reason for a missing card is that the item is new and was not ordered. A decision must be made about whether it is appropriate for the collection (see paragraph 3, selection policy). If it is to be added, forward to the cataloger for cataloging.

The final reason for missing card is that a mistake has been made somewhere in the system. A certain number of mistakes is only human; a good manager will ignore the occasional error but address systematic errors. If errors are systematic, it may well be that changes in the procedure manual should be considered. Any or all of the following checks should be performed if the first three causes of missing cards prove not to be the problem:

- Search the On Order file. It may be that the blank card and Order Slip was not prepared and that the issue in hand is a "first receipt".
- Check the card catalog. This will show: perhaps the item is not a serial or was not cataloged as a serial (it is often quite difficult to make this judgement); perhaps the author/title changed beyond recognition; perhaps the item is properly cataloged but the Serial Card has been lost.
- Check the work areas and the library shelves themselves. It is remotely possible that earlier issues are in the library but have not made it into the records system yet, perhaps lost in a backlog pile. A properly working system will develop no such backlogs, but everything does not always work properly.

A.4.2.10 First Issue Received Procedure

The first issue cycle can be entered at either of two points, depending on whether the title was ordered or not. If it was, the fifth copy of the Order Slip should be attached to a blank Serials Record Card filed under the anticipated main entry. If so, pull the card, remove the slip, and attach it to the issue. Remove copy three of the Order Slip from the On Order file and attach it also to the issue. If the item is purchased, pull the fourth copy of the Order Slip and attach it to the issue, noting first any changes in the price. Take the issue with slips attached to the cataloger for cataloging.

The issue, when it comes back, will be accompanied by:

- the classification code on the issue;
- a photocopy of the main entry card;
- for ordered items, at least copy three of the Order Slip.

File copy three of the Order Slip in the Order Received file; adjusting the author and title fields where necessary to match the entries selected by the cataloger and shown on the photocopied main entry card. Before filing, be sure to write in the classification code in upper right hand corner. Prepare a Serial Record Card of the appropriate frequency, entering the exact author and title from the main entry photocopy, the indicated ordering information, and any notes that may be necessary. File the newly prepared Serial Record Card in the Serial Record file, and either shelve the item according to its classification code or send it to the user indicated on the Serial Record Card by way of the circulation system.

A.5 The Serial Check-in Procedure

The check-in (also called posting) of serials issues is done on the Serial Record Card which matches the main entry (personal author, organization responsible, or title) on the issue. Posting must be done in very dark indelible ink, because it must last many years. For the most part, the labels of the fields give enough information for posting, but instructions for each frequency follow:

- Daily - Place a check mark in the appropriate data block. This will reflect the date of issue, where it can be known. If not, use the date of receipt. Most dailies are newspapers.
- Weekly - As for dailies, except that there will normally be only one check per week.
- Bi-weekly, - (once every two weeks). Write the date of issue (if Semi-monthly known) in the block for the appropriate month. If not known, use the date of receipt.
- Monthly - Write the date of issue in the block under the appropriate month. Frequently, the actual date will not be known, though the month is. Write the date of receipt, including month in the block under month of issue. The month of receipt will frequently be different from the month of issue.

Quarterly - (or less frequent than monthly). Place parentheses around the period of coverage. Insert the date received in the block for the central month. For example:

J	F	M	A	M	J	J	A	S	O	N	D
				(13	August)						

Semi-annual - As for quarterlies.

Annual - Enter the receipt date in the block for the month received.

A.5.1 General Notes on Posting

- Posting must be done the day an item is received by the library. If backlogs develop in a library, they rapidly become self perpetuating and result in losing data.
- When a card becomes filled, acquisitions staff are to type a new one and staple it to the old one, with the new one on top. Daily/weekly cards will last 10 months, monthly-annual cards 20 years.
- Filing order for this and all files in the library that are alphabetical are according to the standard rules in the cataloging manual. All decisions about filing problems are resolved by the cataloger. Correct filing is absolutely crucial to the long-term success of the library.
- After posting a serial issue, apply the classification code to the upper left hand corner of the face of the issue. Place the issue on the proper place on the shelf or route it according to the routing instruction on the Serial Record Card.

A.6 Monograph System Procedures

The system for ordering and processing non-serial materials (monographs) is exactly the same as for serials except that all steps involving the preparation and recording of receipt data on the Serial Record Card are omitted. Review the Acquisition System Overall Flow chart (attached).

An Order Slip is prepared as in the instructions for serials, paragraph A.4.2.2 and following paragraphs. When an item comes in, it must be reviewed to see if it is a serial or monograph. If a monograph, copy three of the Order Slip is removed from the On Order file. If a purchase, the copy four is removed from the Purchase file and any price adjustments necessary noted. The slips are attached to the monograph and delivered to the cataloger. On return, copy three of the Order Slip (with the classification number added) is filed in the Order Received file. The item is filed in the proper place on the shelf or routed to any particular user noted on the Order Slip.

A.7 Review of the On Order File for Non-Receipt

On or about the fifteenth of each month, the On Order file is examined item-by-item to determine whether materials ordered should have been received. This applies to serials and to monographs. Whether an item should have been received is a matter of judgement, but any item which has been on order for more than one month is a candidate for careful review. If an item is considered delinquent, re-order. Note on the Order Slip that it is a second request. For items where funds were encumbered, a letter should go out with the follow-up Order Slip signed by the chairman of the BAPPEDA or his designated representative.

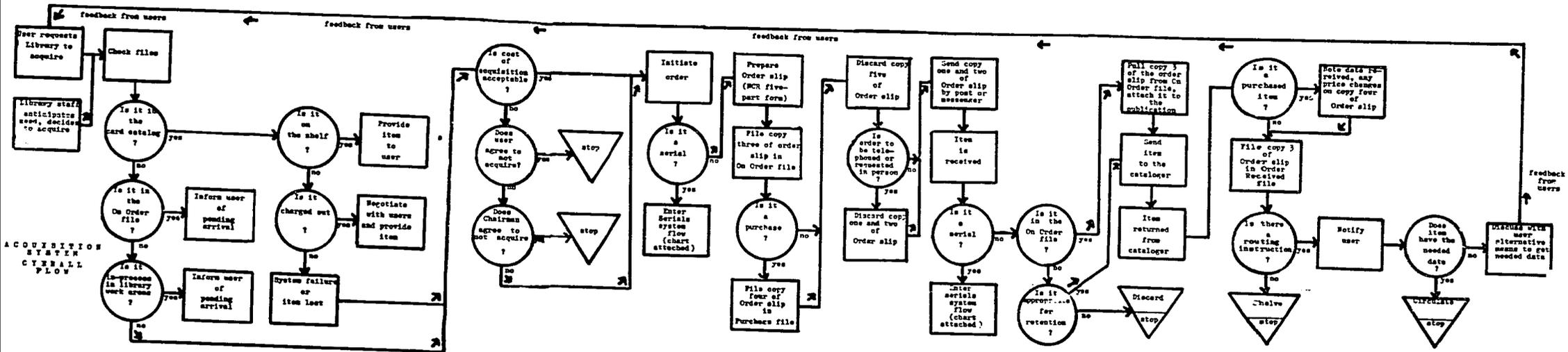
A.7.1 At about the same time of the month, the Serial Record File is reviewed title-by-title to find out what is not coming in that should be. If an item has missing issues that are needed, a letter is sent out under the signature of the head of the library staff. The letter contains a sentence requesting the supplier to state a reason if he cannot supply. If it becomes apparent that the item will not be sent, the Order Slip in the On Order File is stamped "CANCELLED". If a single serial issue, the fact is noted in the notes area of the Serial Record Card. If the issue is routed to a particular user, the user is notified that the item cannot be supplied. The copy three of the Order Slip which has been cancelled is filed behind all received order slips in the Order Received File. In actuality, this constitutes a small separate file, to be examined if the same item is requested again. This will prevent a fruitless search.

An Order Slip is prepared as in the instructions for serials, paragraph A.4.2.2 and following paragraphs. When an item comes in, it must be reviewed to see if it is a serial or monograph. If a monograph, copy three of the Order Slip is removed from the On Order file. If a purchase, the copy four is removed from the Purchase file and any price adjustments necessary noted. The slips are attached to the monograph and delivered to the cataloger. On return, copy three of the Order Slip (with the classification number added) is filed in the Order Received file. The item is filed in the proper place on the shelf or routed to any particular user noted on the Order Slip.

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A.8 A Final Note

The acquisitions staff should never lose sight of the fact that they are there to provide information for users of the information system. While careful, accurate, consistent records are extremely important, rapid service to the user is the priority objective. Acquisition operations must be flexible; if the system itself starts to obstruct good service, the system must be changed, using the change procedure, paragraph A.0.

B. CLASSIFICATION MANUAL

B.0 Introduction

The purpose of this section is to describe in general terms how the classification system will work. Specific instructions are provided in section B.1. The system is to start out as a manual system, using a central card catalog as the primary means of access to the publications. Later, as the skills of the classifier and the computer staff become more refined, the operation can be computerized fairly simply. A note at the end of this section will illustrate two options for doing so.

B.0.1 The Card Catalog

The Card Catalog is an extremely important tool in this system. It is designed to be used by the system user himself, with assistance from the I/S staff when needed. In introducing a Card Catalog, we anticipate certain problems. We have seen a considerable number of Card Catalogs in Sumatra and in Jakarta and have consistently observed several problems:

- a. They imitate Western-style catalogs but fail to provide the crucial access by subject;
- b. They are regularly ignored by users, who go directly to the library staff for assistance;
- c. They tend to be poorly maintained and their usefulness diminishes rapidly.

Solutions to these problems include the following:

- a. The staff must be professional specialists, as must the analysts they work with. They are not servants but equals. They are to be specialists in handling information problems. These skills are rather rare.
- b. Both the I/S staff and BAPPEDA users must be trained in the use of the system. Everyone in BAPPEDA should be able to use the catalog himself, with only occasional help from I/S staff. It is quicker, cheaper, produces better information and permits the BAPPEDA staff a better opportunity to evaluate the information system. Introduction of the classification module will include training for BAPPEDA users of the system.

B.0.2 The Card Catalog will provide, in a single alphabet, cards which help users find publications by their title, their author (either persons, agencies, or both) and by one or more subjects. The authors and titles are generally fairly simple. All that is required is to identify which is which and reproduce them accurately for the card. Subjects are much more difficult. The "classifier" (I/S staff member who prepares the cards) must determine what the book is about, considering the program requirements of the data analysts. He must select the words those analysts might use to look for the particular publication. Frequently, more than one subject is used, and often five or six. Therefore, there must be at least three cards for every publication and there may be eight, or even more.

B.0.3 The cards in the catalog contain the author (institutional or personal), title(s), publisher, various descriptive data, subjects, and perhaps notes to help the users. They also contain the decimal code used to retrieve the material from the shelf. Each of these items are in fixed positions (fields) on the card. Sometimes there are cards whose function is to direct the user to a more common or perhaps consistent form of entry. For example, all publications by BAPPEDA are entered under "Badan Perencanaan Pengembangan Daerah Propinsi Daerah Tingkat I Riau". There will be a "see reference" card which says: BAPPEDA. Lihat: Badan Perencanaan Pengembangan Daerah Propinsi Daerah Tingkat I Riau. Cardsets are added for each item entered into the collection and removed for each item lost or discarded. In this way, anyone can know any or all the materials in the information system by looking at a single point.

B.0.4 The Card Catalog is also used for materials which may be kept in places other than BAPPEDA I/S. They may be elsewhere in BAPPEDA, or housed in some other agency. The important function of the I/S is access to information, not just owning or storing it. The Card Catalog is very useful for providing access to materials which for whatever reason cannot be kept in the I/S BAPPEDA.

B.0.5 The system is designed so that the user can normally find needed publications in the card catalog, look for them on the shelf, and if on the shelf, can go to the circulation sub-system to charge out the item. If it is not on the shelf, he would go to the circulation system to find out where it is. If the user cannot find what he needs in the catalog in fairly short order, he should seek help from the staff. If

he cannot locate the necessary material on the shelf or in the circulation record, he should get help. If the I/S does not have what is needed, the staff will find out whether it exists (see acquisition sub-system). All other aspects of the classification system should be transparent to the user; i.e., the nature of the work that goes into preparing the cards should not concern him.

B.0.6 Catalog Sub-system Workflow

All materials which are to be used by BAPPEDA staff as a source of information are to be classified, assigned a retrieval code, and entered into the system. Sometimes there is more work than can be done in a day, and some materials must wait. First priority is for those materials requested by a specific analyst. There are three basic stages to the preparation of a publication:

- a. The intellectual work of preparing a draft catalog slip. This includes determining author, title, and subjects, and is called classifying;
- b. The typing of Catalog Cards, attaching decimal code labels to books, reports, and folios, and preparation of circulation records is called processing;
- c. The delivery of a publication to the user or to the shelf can be called distribution.

B.0.7 Classifying is done by the professional who heads up the cataloging sub-system. This is probably the most difficult, intellectually demanding task in the information system. The classifier selects the correct title(s), author(s) and subject(s) for the publication, as well as preparing descriptive material which helps the user identify the item. These are typed on a draft catalog card form in accordance with the specific instructions in the cataloging sub-system manual, by the classifier.

Processing is done by clerical staff subordinate to the professional cataloger, precisely in accordance with the detailed instructions in the manual.

Distribution is done by the circulation sub-system acting on instructions conveyed by the cataloging sub-system. A distribution form is prepared by the cataloging staff and accompanies the item to the circulation staff. They will either deliver the item to the name on the distribution slip or shelve it, as instructed.

B.0.8 The Authority File

The head cataloger will maintain an authority file. The purpose of this file is to provide a list of official names for agencies. This file will use cards to show official names to be used for entries in the catalog. For example, "Badan Perencanaan Pengembangan Daerah Propinsi Daerah Tingkat I Riau" for BAPPEDA Riau. The file would contain a "see reference" from non-official usages like "BAPPEDA Riau" to the preferred term.

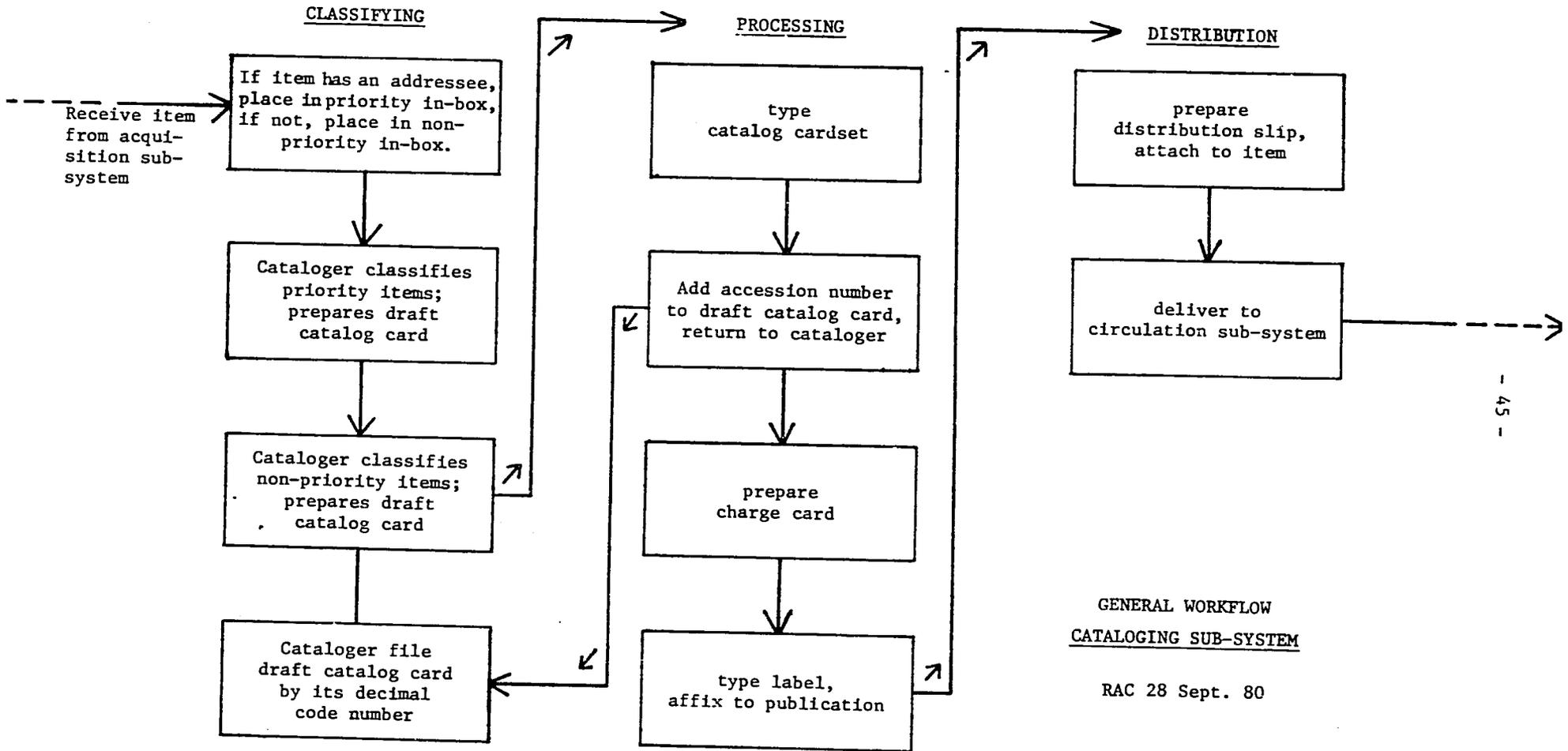
B.0.9 The Accession File

The head cataloger will maintain an accession file. There are two purposes to this file. One is to provide a means of checking the shelves, either to put the materials in order or to determine what might be missing. The second function is to simplify computerizing at a later time. The accession number provides the "unique identifier" so necessary for efficient computer manipulation, and which is not provided for by the Dalam Negeri system's decimal code. This file will be made up of the "draft catalog cards" indicated in the description of the classifier's duties.

The following page consists of a chart of the general workflow of the cataloging sub-system.

B.0.10 Future Automation

It is important that the sub-system operate smoothly as a manual system before an effort is made to computerize it. This will minimize the cost of introduction and will make correcting inadequacies in the system easier and cheaper. However, the system is designed to make automation relatively painless. There are two approaches to automation to be considered. The first is easier to implement and is more familiar to users. The second provides improved retrieval speed and number of points of access in the long run. The first is cheaper, by



GENERAL WORKFLOW
CATALOGING SUB-SYSTEM

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a considerable margin, but not so effective as the second. The second requires greater sophistication on the part of users.

Automation Approach 1: Uses the computer to prepare catalog cards in the existing concept. Instead of the draft being typed on paper, it is keyed (ideally by an Entrex system) directly into the computer memory. The computer recognizes the field labels and produces catalog cards automatically. By-product files, such as accession numbers, charge cards, acquisition sub-system input slips are also generated automatically.

Automation Approach 2: The card catalog is eliminated, its function as a "switching mechanism" replaced by the computer memory. Because there is virtually no cost to the number of additional access points, the "fields" can become almost any word on the card/input work-form. The user interrogates the system himself (requiring typing skills and a fair amount of training), or the I/S staff will do it (someone must always be available, at a cost).

System 2 is much more expensive in the short run, quite probably less so in the long run. It is extremely demanding of off-line (virtual) memory capacity, and requires that one and possibly two terminals be able to address that memory at any time. It is premature and not necessary to specify the automation alternative at this time.

B.1 Cataloging Sub-System Manual

This manual consists of two distinct activities. As the I/S grows, it is expected that one or more professionals will handle the classifying activities and one or more technicians will handle the processing/distribution activities. There are links between the activities, and the technicians and clerks will be responsible to the professional who heads the cataloging unit and does the classifying.

B.1.1 Classifying

The classifier is responsible for the:

- a. Identification of authors, titles, and descriptive data for all materials to be entered into the I/S;
- b. Selection of subject terms for retrieval of each item;

- c. Preparation of catalog cards;
- d. Maintenance of the classification scheme in cooperation with responsible officials in Dalam Negeri and with system users;
- e. Supervision of production of catalog cards;
- f. Supervision of filing of catalog cards; and
- g. Supervision of maintenance of the card catalog.

A general note on the Dalam Negeri classification scheme: the book contains recommendations and examples of a number of techniques and forms for entering into files and maintaining files. For the most part these are not used by the BAPPEDA system recommended here. What is used is the classification scheme, the associated decimal codes for shelf location, and the index of retrieval terms (indeks kaitan pola klasifikasi).

B.1.1.1 Preparation of the Draft Catalog Card

B.1.1.1.1 Authority

The system is a simplification and adaptation of the Anglo-American Cataloging Rules, 1st edition (AACR), published in Chicago by the American Library Association in 1967. There is a disadvantage in using any sort of an ad hoc system, however well developed and internally consistent it might be. In this case, however, it was felt that available systems were much too complex for smooth introduction in Riau with skill levels likely to be available. A basic, simple system would not be sufficiently responsive to growth in the system and would prohibit later linkage with other Indonesian systems and limit the advantage that could be made of standardized computer-produced retrieval products (such as catalog cards). This simplification of the widely-used AACR is intended to permit later introduction of the complete AACR without requiring remaking of existing cards and without altering the filing order.

B.1.1.1.2 Basic Principles of the Catalog Card as a Retrieval Mechanism

The card catalog is the main means a user has of locating the answer to a question where the answer is contained in a publication. It is designed to permit the user to succeed in his search if:

- a. He knows the person or agency responsible for the content and official release/distribution of the item - the author; or
- b. He knows the title; or
- c. He can match his "search vocabulary" to the vocabulary in the subject index to the classification system.

In addition, the card catalog is not designed to be a test of intelligence, ingenuity or perseverance of the user. It is designed to minimize his intellectual effort and the time it takes to find something. Repeated, rapid success for users in finding materials is the measure of success for the card catalog.

Each item entered into the system is represented in the card catalog by a cardset consisting of at least three cards, averaging six cards, and normally less than ten cards in a set. Cards are prepared where the first filing element is:

- a. an author (a card for each, if more than one);
- b. a title (a card for each, if more than one);
- c. a subject (a card for each, usually more than one).

B.1.1.2 The Card Format

The card consists normally of seven fields. A field is a position on the card containing a particular kind of information. The position on the card determines the type of information required, and there are no field labels. This formality is designed for convenience in preparation and for permitting the user to scan cards rapidly.

A. Decimal Code (or call number) field. This field shows where the item is normally stored and may in fact contain more than just the code number itself. The field begins two lines from the top of the card and three spaces from the left side of the card. It may be up to and including seven spaces in length, but can use as many lines as necessary.

B. The Filing Element field. This is the filing element selected by the classifier for title cards, for subject cards, and for "added entry" cards (see explanation, B.1.1.3.D). This field is omitted for those author cards that are functioning as "main entries" (see explanation, B.1.1.3). For subject cards, the words are typed entirely in upper case. For added entry cards, the initial letter of all non-trivial words are

upper case, the rest are lower case. For title cards, the initial letter of the first word is upper case, initial letters of proper nouns are upper case, but all other letters are lower case. The field begins two lines from the top of the card (even with the top of the decimal code field) and at the 12th space from the left side of the card. The field uses as many lines as necessary, single-spaced, but does not come closer to the right side of the card than three spaces (hereafter referred to as the "right margin"). The field ends with a period.

C. The Author field. This field begins two lines below the last line of the filing element (or two lines from the top of the card where the card is the main entry card). It starts in the 12th space from the left side of the card and does not exceed the right margin. It is single-spaced. The first letter of each non-trivial word is upper case. The field ends with a period.

D. The Title field. The title field begins the line below the last line of the author field, in the 15th space from the left side of the card. It is single-spaced, and does not exceed the right margin. The initial letter of the initial word is upper case, the initial letter of each proper noun is upper case, and all other letters are lower case. The field ends with a period.

E. The Identification field. This field is a combination and simplification of the edition, place, publisher, distributor and date fields of the AACR. It begins four spaces after the ending period of the title field. If there is an edition number or other indicator of edition (such as 3rd edition, or English language version) this is included as it appears in the item. It ends with a period and four spaces, but is omitted if there is no edition indicator. The place (city, country) of publication follows. If an Indonesian city, the country name is omitted. The place is followed by a colon, two spaces, and then the publisher. The name of the publisher is followed by a period, four spaces, and the year of publication (or of copyright). The identification field is single-spaced, and does not exceed the right margin.

F. The Notes field begins one line below the last line of the identification field. It includes any further description of the item or its contents which the classifier feels would aid the user in locating or identifying the item or which describes very briefly the nature of the content, especially where the content is not obvious from the preceding fields. The notes field begins in the 12th space from the left side of

the card, is single-spaced, and does not exceed the right margin. The field can be omitted, if the classifier feels no comments would be useful.

G. The Tracings field lists all subjects and added entries for which cards have been/will be made. This field appears only on the "main entry" card. It starts two lines below the last line of the preceding field, begins in the 3rd space from the left side of the card, and does not exceed the right margin. All subjects are listed first. Each is preceded by its number, a period, and two spaces, and is followed by a period and four spaces. All added entries (if there are any) are then listed, preceded by a Roman number, a period, and two spaces. Each entry is followed by a period and four spaces. "Half-titles" (see B.1.1.4) are preceded by a Roman number, follow all other added entries, and take the form (for example):

III. TITLE: Fasilitas yang ada di desa.

The following page contains a sample cardset containing one subject and one added entry.

CARDSET containing one subject and one added entry.
The card for the "half-title" is omitted.

008-24 Badan Perencanaan Pembangunan Daerah
Propinsi Daerah Tingkat I Riau.

Badan Perencanaan Pembangunan Daerah
Propinsi Daerah Tingkat I Riau dan
Kantor Sensus dan Statistik Propinsi
Riau.

Riau dalam angka, (tahun ____);
Riau in figures, (year ____).
Tahunan. Mulai 1972. Pek-
anbaru: 1974--.

MAIN ENTRY CARD
(AUTHOR)

I. Bahan referensi - Riau. I. Pengar-
ang. II. Kantor Sensus dan Statistik
Propinsi Riau. III. Title. IV.
Title: Riau in figures, (year ____).

008-24 BAHAN REFERENSI - RIAU

Badan Perencanaan Pembangunan Daerah
Propinsi Daerah Tingkat I Riau dan
Kantor Sensus dan Statistik Propinsi
Riau.

Riau dalam angka, (tahun ____);
Riau in figures, (year ____).
Tahunan. Mulai 1972. Pek-
anbaru: 1974--.

SUBJECT CARD

008-24 Kantor Sensus dan Statistik Propinsi
Riau.

Badan Perencanaan Pembangunan Daerah
Propinsi Daerah Tingkat I Riau dan
Kantor Sensus dan Statistik Propinsi
Riau.

Riau dalam angka, (tahun ____);
Riau in figures, (year ____).
Tahunan. Mulai 1972. Pek-
anbaru: 1974--.

ADDED ENTRY CARD
(AUTHOR)

008-24 Riau dalam angka (tahun ____).

Badan Perencanaan Pembangunan Daerah
Propinsi Daerah Tingkat I Riau dan
Kantor Sensus dan Statistik Propinsi
Riau.

Riau dalam angka, (tahun ____);
Riau in figures, (year ____).
Tahunan. Mulai 1972. Pek-
anbaru: 1974--.

TITLE CARD

It may be necessary to use more than one card for one or more of the entries occasionally. The information on the card should never be reduced or abbreviated to avoid the inconvenience of producing a second card. The decimal code field is repeated, the filing element field (or the author field of a main entry card) is repeated. After the filing element/author field, space one-half line down. Using the underline key, draw a line from the 12th space from the left side of the card to the right margin. Drop down another half space and fill in the card with the information which could not be placed on the earlier card.

On very rare occasions author and/or title may be so long that it is impossible to repeat them in full. When this is the case, the title field may be shortened. Make every attempt to make the abbreviated title as clear as possible, and avoid changing filing order.

The following page contains a sample main entry card which required three cards. The cardset requires three subjects and two added entries. Three cards are required for the main entry, two for each of the other entries, a total of fifteen cards for the cardset. The example is illustrative only and represents an extreme case. Three cards are quite rare, although the need for two is common.

SAMPLE MAIN ENTRY CARD
Requiring three cards
to complete.

475.1-24	Badan Perencanaan Pembangunan Daerah Propinsi Daerah Tingkat I Riau.
	Badan Perencanaan Pembangunan Daerah Propinsi Daerah Tingkat I Riau kerja sama Departemen Transmigrasi, Pusat Pendidikan dan Latihan dan Departemen Pekerjaan Umum, Tata Kota dan Tata Daerah, Proyek Tata Pelaksanaan Pem- bangunan Daerah.
	Laporan: pertemuan pembahasan rencanan rencana dan program transmigrasi dalam Pelita III di Jakarta, 23 S/D 29 Januari 1980. Revisi. Pekanbaru: 1980.
1 of 3	Berisi instruksi dari Departemen
475.1-24	Badan Perencanaan Pembangunan Daerah Propinsi Daerah Tingkat I Riau.
	<hr/> Transmigrasi tentang pelaksanaan program selama 1980/81; termasuk format yang standard dan standard- standard hektar untuk tahun ini.
	1. Transmigrasi - Riau. 2. Pembangunan daerah - Riau. 3. Perencanaan - Konfer- ensi. I. Departemen Transmigrasi. Pusat Pendidikan dan Latihan. II. Departemen Pekerjaan Umum. Tata Kota dan Data Daerah. Proyek Tata Pelaksanaan Pembangunan Daerah.
2 of 3	
475.1-24	Badan Perencanaan Pembangunan Daerah Propinsi Daerah Tingkat I Riau.
	<hr/> III. Pengarang. IV. Title. V. Title: Pertemuan pembahasan rencanan rencana dan program transmigrasi dalam Pelita III di Jakarta, 23 S/D 29 Januari 1980.
3 of 3	

Note: Cards are in fact 3" x 5" in size, but are smaller in the
samples shown here because of the smaller type face used.

B.1.1.3 Selecting the Main Entry

The "main entry" is a concept designed to reduce the cost of the cardset and to facilitate its removal when the item represented by it is removed from the collection. It also provides a single point of entry for all items in the collection, which permits rapid listing for bibliographies.

The principle in selection of the main entry is to identify who is responsible for the content of the item - the author - whether that responsibility is in a person or in an organization. For most materials in the BAPPEDA, at least at the start, the main entry will be the organization which prepared and issued the report. For a very few items, it will not be possible to tell who is responsible. In these cases, the title is used as the main entry. For commercially published newspapers and magazines issued more frequently than once a year, the title is used as the main entry.

A. For Organizational Authors:

The name of the organization is not necessarily the same as it appears on the title page. Instead, the classifier maintains a file of "official" formats for organization names - the authority file. This is designed to make sure all the publications of a single organization come together in the card catalog. The guidelines for preparing main entries are also the guidelines for making cards for the authority file.

Generally, government organizations present the most problems, because they are nested in complex hierarchies. The rule is to include only those levels of hierarchy necessary to make the name of the organization unique and to use the full formal name of the organization.

Examples:

- "Badan Perencanaan Pengembangan Daerah Propinsi Daerah Tingkat I Riau". There is only one organization in Indonesia with that exact name, so it is not necessary to include higher levels of hierarchy.
- "Departemen Pekerjaan Umum. Sekretariat Jenderal". Even if the entry on the title page only reads "Sekretariat Jenderal" the next level of hierarchy must be added to make the name unique. There are other Sekretariats Jenderal than the one in P.U.

- "Departemen Pekerjaan Umum. Biro Perencanaan". The entry on the title page includes the fact that the Biro Perencanaan is within the Sekretariat Jenderal of P.U., but since there is only one Biro Perencanaan within P.U., it is omitted. If there were Biro Perencanaan within other P.U. Ditjends, it would be necessary to include that level of hierarchy.

Whenever the responsible organization is selected, the authority file is checked. If the card for that organization is in the file, that required format on the card is used. If it is not in the file, a card should be prepared immediately and added.

A frequent feature of government reports is that often one organization (governmental or non-governmental) prepares them for the consumption of another organization, or for publication by another organization. Sometimes this can be quite confusing. An example is a report with the following "author" elements on the title page:

REPUBLIC OF INDONESIA

Ministry of Public Works

Directorate General of Highways

prepared by

Screening Feasibility Project Office

in consultation with

Enex of New Zealand

consortium 346

Check the authority file to see if there is a card for "Screening Feasibility Project Office", and for "Enex of New Zealand". If not, the report should be given the main entry "Screening Feasibility Project Office", and added entries (additional author entries) "Direktorat Jenderal Bina Marga" and "Enex of New Zealand". In addition, the classifier may wish to prepare a note for the note field which contains the quote "consortium 346".

B. For Personal Authors:

The author's full name is used, but no titles or honorific degrees. If the full name is known, it is used - regardless of how it appears on the title page. Where an author has more than one name, the

Example: The following appears on the title page as a title:

Riau
dalam angka
in figures
1977

It should be entered: "Riau dalam
angka, 1977; Riau in figures, 1977".

Example: The following appears on the title page as a title:

Highway Betterment Services
Screening Feasibility Project

SPECIAL REPORT

Vehicle Operating Costs
for 1/10/79
including basic data

Enter the following: "Highway betterment services screening feasibility
project; special report; vehicle operating costs
for 1/10/79, including basic data".

Punctuation can be a matter of judgement, but it must replace use of special type faces and positioning as a means of separating parts of the title. Wherever possible, the title should read like a sentence. This is particularly true of long titles.

B. It is often a useful aid to retrieval to enter portions of the title (in addition to the full title) as added entries. These added entries are called "half-titles". In the above example, the classifier may have felt that additional retrieval was achieved by making an added title entry: "Vehicle operating costs for 1/10/79 including basic data". A rule to remember is that if you use a portion of a title, you must use all following words of the title. It is not permitted, for example, to select out the middle of a title. If the classifier felt the need to include the term "special" from the above example, he would need to use the entry: "Special report; vehicle operating costs for 1/10/79 including basic data". This seems unimportant when the number of cards is small, but becomes more important as the collection grows.

B.1.1.5 Selecting the Elements for the Identification Field

A. The identification field is filled with the information necessary to:

1. Distinguish the item from any other similar item;
2. Help the user or I/S staff to obtain additional copies or similar materials from the same source.

B. The edition statement meets the first need. It includes such phrases as "2nd edition", "3rd edition", "revised", "English edition", "draft", "final report", etc. - all of which are necessary to distinguish the item from similar materials.

C. The publisher statement meets the first need occasionally, but is usually crucial for the second. It always includes the city of the publisher. One is enough, if there are more than one. Use an Indonesian city if the item is also published outside Indonesia. If the place is only outside Indonesia, write the name of the city, a comma, a space, and the name of the country. Materials published by government bodies are published at the ibukota of the relevant agency, unless there is specific information otherwise.

The name of the publisher is taken from the title page. For government reports, this is normally the agency which is the author. The identification field is not used for filing purposes, so there is some flexibility in the entry format. Agency authors may be abbreviated or acronyms may be used. For example, "BAPPEDA" is sufficient as the name of the publisher if it has been written in full as the author entry. This does not include the publishers address, however. It is expected that these will be maintained elsewhere.

D. The date statement is important both for identifying the specific document and providing information to the user about how useful the item might be to him. The year, in four digits, is sufficient. Frequently, there will be more than one date. Generally, use the date on the title page if there is one - but this does not mean it is correct in every case to use the date from the title itself. Sometimes a look must be taken at other dates in the item. "Riau dalam angka, 1977" would appear to be published in 1977. In fact, however, the Governor signed the forward/transmittal letter on June 4, 1979. It is correct to use "1979" as the publishing date. The 1971 Census of population volume for Riau was published in 1974, and "1974" is to be entered. This gives the user information both as to the temporal scope of the data in each of these volumes and as to the currency of the data and the lag time required in publishing it.

If it cannot be determined from the publication what the date is, this can be supplied by the classifier if at all possible. If this is the case, the date should be put in parenthesis.

B.1.1.6 The notes field is basically free form. There are two kinds of entries:

1. Quotes from the title page or cover that supply identification information to the user that is not included in the author, title, or identification fields.
2. Comments added by the classifier which further identify the item or explain its contents to the user. Especially useful here are comments on the completeness, the range of data contained, limitations on the data, etc.

Quotes should be entered before the classifier's comments. Both kinds are followed by a period and four spaces. Refer to the examples following paragraph B.1.1.2.G.

B.1.1.7 The tracings field consists of a listing of those entries (in addition to the main entry and the full title) for which cards are to be made. Added entries and "half-titles" are produced in accordance with the instructions earlier in this manual.

A. Subjects are assigned. This is one of the most difficult tasks for the classifier and one of the most important. Subjects are the most used means of retrieval, but their success depends on the knowledge, skill, and experience of the classifier. He must, in a general way, know about the sectoral work of all the data analysts and other users of the system. He must examine each item added to the collection, determine what it is about and what kinds of inquiries someone might have who would look for the particular item or its contents. He has to provide entry for someone to find an item who may not know the item exists at all.

B. Subjects are selected from the Dalam Negeri Tata Kearsipan (classification book). Do not be concerned at this point about the code number connected to each subject. Select as many subjects as in the judgement of the classifier will aid in retrieval without unnecessarily cluttering the card catalog. Do not limit the number selected for the convenience of the I/S staff. If so, the staff will lose time in the long run.

Consider the subject content of an item in specific and in general terms. Think about the whole as well as major parts of an item.

Think about the methodology. Is it new, or an especially useful explanation? Sometimes the form of an item is important - a textbook, or a bibliography, or statistics, for example.

C. General Rules:

1. For the first subject, select the most specific subject term that applies to the report or book in its entirety. The index to the classification book should be consulted first, to find the appropriate place in the class scheme. If no term is found in the index, go directly to the class structure (arrangement by angka) portion of the book. Remember that only terms from the class scheme, not the index, are to be used as subjects. If an appropriate subject term cannot be located, it may be necessary to add a new term to the system. See the instruction, A. & B. . The code number appropriate to the term selected is now entered in the decimal code field. The subject terms of the Dalam Negeri system are to be used as controlled vocabulary, even though they were not designed for this. This sometimes means that the classifier must construct his terms from the hierarchy by preceding a specific term with the general term from above. For example, the term "daerah" subordinated to "perencanaan" provides little retrieval by itself. Meaning is provided if the term is constructed: PERENCANAAN DAERAH.

2. For additional subjects, consider a broader term. A book on marketing Riau's rubber might get as its first term "rubber", as a second term "estate crops", as a third term "agricultural marketing", and conceivable as a fourth term, "foreign trade".

3. Consider the methodological aspects. A report on a feasibility study on a new road might be useful for (possibly) a new technique for traffic surveying. A book entitled "Research Methods in Education Measurement" is about education, but also about research methods.

4. Consider the form or format of the item. Bibliographies, project lists, budgets, plans, etc. are important for their form as well as their subject content.

5. Choose subject before form. It is perfectly all right to use forms, such as "report". "Repelita" can be either a form or a subject. If it is the Repelita itself, it is about economic development (its subject). Repelita is then the form, and is a good second subject. However, a

book of guidelines on the preparation of the Repelita is about the Repelita. It is then a subject, and guidelines might be used as a format. It is by no means necessary to always include a format, unless it is felt to be a useful point of retrieval.

D. The decimal code appropriate to the first subject is entered in the decimal code field. The order of the remaining subject is unimportant.

E. Subjects are entered in the tracings field first, followed by added entries (if any), followed by half-titles (if any).

Example: "Education: new approaches to research in Indonesia".

Tracing would include: 1. Pendidikan. 2. Penelitian.
3. Bibliografi. I. Direktorat Jenderal Perencanaan.
II. Title. III. Title: New approaches to research in
Indonesia.

B.1.1.8 As indicated in several of the instructions for card preparation, data taken from the title page is to be preferred over other (possibly conflicting) data. This is for purposes of standardization, and to make decisions about conflicting data easier to resolve. Where the necessary data is not on the title page, or where there is no title page, use the cover. Where the needed data is not on the cover, find it anywhere possible on the publication.

B.1.1.9 For the most part, maps are treated like other sources of data. Maps are different from books not so much in their subject content as in their form. Because of their form, it is inefficient to store them with books. Retrieval of the data on the maps is through the card catalog, just as for books.

Preparation of the cards is essentially the same as for books. The decimal code field has at the top "PETA" to indicate its separate location - the map drawer. The author, title, identification (imprint) fields are also the same. The notes field includes any special notes needed, but must include the scale of the map and a list of variables. The subject PETA is always used as a second subject.

Maps are frequently contained within books. The card catalog is to be used to provide retrieval for "important" maps. Importance is to be judged by the cataloger, but usually refers to large fold-out inserts.

Below are examples of catalog cards for maps. The first is one of several SUBJECT cards for a book which has an important map as an insert. Subjects required for this card are only those needed in addition to those provided for the general book into which the map is inserted. In this case one more subject was used.

The second example is a map which stands alone and is filed in the map drawers. Unfortunately (but like many locally-produced maps) there is no date of publication. This map requires a full cardset, of which this is the main entry (author) card.

475-243 PETA

Team survey Lokasi Respend, Dinas Kehutanan Propinsi Daerah Tingkat I Riau.
Laporan survey lokasi Resettlement penduduk di Perawang, Kecamatan Siak Sri Indrapura. Pekanbaru: 1980.
Pengarang peta: Dinas Pekerjaan Umum Propinsi Riau.
Judul: Lokasi Resettlement penduduk di Perawang.
Luas Wilayah: Perawang, Siak Sri Indrapura, Riau.
Skala: 1:5.000
Tahun: 1980.

1. Daerah Aliran Sungai-Riau.

MAP INSERT FOR BOOK. The book is filed on the bookshelves.

PETA Sub Direktorat Tata Guna Tanah.
661.1-24

Sub Direktorat Tata Guna Tanah.
Jaringan jalan dan sungai Riau.
Pekanbaru: ?
Skala: 1:500.000
Luas Wilayah: Propinsi Riau

1. Jaringan jalan-Riau. 2. Jaringan sungai-Riau. I. Pengarang. II. Judul.

MAP FOR FILING IN THE MAP CABINET.

B.1.1.10 Series Format

Basically the first decision made by a cataloger is to decide whether a book is a series or not. If a series, it will have a fixed frequency of publication, but no more infrequent than annual. The author entry for a serial is the same as for a monograph. The title entry is almost the same, except that specific years in the title are replaced by 4 blank lines: _____. This is because the intent of the series card is to apply generally to all issues. Where there is a date but no word "year" or "tahun", this is supplied by the cataloger in parentheses.

Examples: "Laporan tahunan untuk tahun anggaran 1977-1978" becomes
"Laporan tahunan untuk tahun anggaran _____."

"Riau dalam angka 1979; Riau in Figures 1979" becomes
"Riau dalam angka (tahun _____); Riau in figures (year _____)".

For series of other frequencies, it may be necessary to supply other terms: bulan, semester, triwulan, etc.

The title is followed by the frequency: harian, mingguan, dua kali sebulan, bulanan, triwulan, tahunan (etc). The frequency is followed by the start-up year (when known). The phrases "Mulai 1972" or "Mulai Januari 1974" are examples. If it is not possible to know when a serial began publication, use a phrase which shows the oldest issue in the library: "Mulai di perpustakaan 1978", for example.

The normal imprint data follows, except that the year of publication is modified to show the inclusive years of publication. For a serial that is dead, the form might be "1972-1979". For a serial that is continuing or at least is not known to be dead, use the first year of publication followed by two hyphens: 1978--. If the first year of publication is not known, substitute the first issue in the library.

Notes should be carefully considered, but normally should apply to all or most issues. They too must be general. In addition, the notes field should be used to document title, author, or content changes, changes which are not significant enough to require a new cardset.

B.1.1.11 The Accession File

The accession file is maintained as a list of what is supposed to be in the collection. It is a "shelf list" in that the cards are filed by the location of the book or report. Most of the items will be on the "shelf" in the library at BAPPEDA. The file, then, is a control on lost materials. Also, it provides an accession number for each item, which will facilitate later computerization.

Each cardset that is completed by the classifier is given to the processor with the book. The processor photocopies the main entry card and stamps the photocopy with the next accession number (or, lacking an accessioning stamp, selects the next number from the accessions list, writes it on the photocopy, and crosses the number off the list).

The photocopy is filed by its location code, then by its decimal code number. For example, all materials kept in Biro Umum will be listed under Biro Umum, then each card filed by its code number. For materials stored on BAPPEDA library shelves, the location code is omitted.

B.1.1.12 Maintenance of the Classification Scheme

Though the classification scheme is printed in a book, it is not permanent or fixed. It must undergo changes for several reasons:

- a. To match BAPPEDA's information requirements. The system is a very broad one, designed for all Dalam Negeri organizations, and must be "tailored" for BAPPEDA's special needs.
- b. Information requirements of the system users change over time.
- c. Language usage changes over time (including new words, structures, and official spelling changes).

B.1.1.12.1 Unfortunately, it is not so simple as using every possible word for access. The card catalog would quickly become unwieldy, but even more important the function of collecting like materials together would be lost. There is a tradeoff between system flexibility and standardization of access terms. Also, if changes introduced required retyping, correcting, or refileing of existing cards (as it often does) it can be rather expensive.

B.1.1.12.2 Therefore, changes to the classification scheme should be conservative, as is indicated by the following:

a. The basic structure may not be changed. Additional concepts and words may be added, but they must fit somewhere in the existing structure.

b. Concepts may not be deleted. They can be added, or the words which represent the concepts can be changed.

c. The hierarchical nature of the system must be fully understood before changes are made. It is not enough to find the term you want somewhere in the class scheme. It must be logical subset of the higher levels of hierarchy. Transmigration, for example, is found in several places in the class schedule. It has an entry as a governmental program (475.1) and also as a particular type of land use (595). If an item is about education in transmigration centres, it cannot use the transmigration entry under land use, but must use 475.1. The logical integrity of the hierarchical structure must be maintained when considering potential changes.

d. The cost of making a change must be compared, at least in level of magnitude, with the benefit derived from additional retrieval. It makes no sense to retype 200 cardsets in order to provide a bit better term for a single report. A general, loose rule is to not introduce a new term unless it felt that that term will be applied to at least three items in the collection in a year's time. Remember that the use of titles and half-titles provides subject retrieval also, and requires no alternations to the class scheme.

B.1.1.12.3 The procedure for making changes is designed to make certain that everyone who has access to a copy of the classification book is fully informed in detail about each change. The classifier, in response to users and other I/S staff considers their suggestions for changes. The classifier, however, is responsible for the success or failure of the retrieval system and his decisions are final. The integrity of the hierarchical scheme is to carry more weight than users' suggestions. Each book should be updated immediately, including subject term and index entries.

Because not all class book holders will update their books as directed, the classifier should from time to time review other books and make the necessary correction or additions himself.

B.1.1.13 Supervision of Filing Catalog Cards

Instructions for filing of the cards in the catalog are in the section of this manual on the duties of processing (below). The classifier is responsible for supervision of this activity. While the catalog is small, this supervision should entail a weekly "reading" of the entire catalog to make sure the cards are in exact order.

B.1.2 Processing

The processing staff is responsible for :

- a. Preparation of cardsets from the draft catalog cards received from the classifier;
- b. Filing of cardsets;
- c. Keeping the cards in the card catalog in order;
- d. Preparation of circulation record forms;
- e. Labeling of items with their decimal codes;
- f. Other duties on instruction from the classifying staff.

B.1.2.1 Cardset Preparation

Cardsets are prepared in accordance with instructions from the classifier, and exactly as on the draft received from the classifier. If the processor identifies an error in the draft, he should take it to the classifier, who will approve the correction. Typing errors cannot be accepted, though neat corrections can be made. The classifier is the final judge of their acceptability.

B.1.2.2 Filing in the Catalog

All catalog cards are to be filed within one workday of their approval by the classifier. This is to prevent backlogs and loss of cards as well as to provide access to users as soon as possible.

B.1.2.2.1 Filing Rules

- A. Filing in the card catalog is in a single alphabet, unlike some systems which separate authors, titles and subjects.
- B. Each field is treated separately.

C. Within each field filing is alphabetic, word-for-word, This means that punctuation and spaces are omitted from consideration.

D. The "filing element" field is the first filing element (if present). The author field is next, and the title field is last.

E. Numbers presented as digits rather than as words file after all letters. "Three" files in the Ts, while "3" comes after Zs. Numbers are filed in order, smallest first.

F. Spaces precede letters in filing order. PERBANKAN is filed before PERBANKAN LUAR NEGERI.

Examples:

A. The following four items are filed properly (based for this example on their first filing element only). One is a title, one a subject, one an added entry, and one a main entry.

1. Keputusan Menteri Dalam Negeri No.30 tahun 1979 tentang tata kearsipan Departemen Dalam Negeri.
2. PELITA DAERAH-RIAU.
3. Riau. Badan Perencanaan Pengembangan Daerah Propinsi Daerah Tingkat I Riau.
4. Shadily, Hassan.

B. The following terms (selected from the Indeks and not necessarily valid subjects) illustrate alphabetization rules.

1. SEWA TANAH before
2. Sewa tanah untuk tanaman tertentu
1. PENGURUSAN HAK-HAK TANAH
2. PN PERUMNAS
3. P3MB

C. The following illustrate the treatment of filing by fields:

- | | |
|----------------------------|-----------|
| 1. PERBANKAN | (Subject) |
| Bank Pembangunan Indonesia | (Author) |
| Annual Report, 1978 | (Title) |

- | | |
|--|-----------|
| 2. PERBANKAN | (Subject) |
| Bank Rakyat Indonesia | (Author) |
| Annual Report, 1977 | (Title) |
| 3. PERBANKAN | (Subject) |
| Bank Rakyat Indonesia | (Author) |
| BRI investment projects | (Title) |
| 4. PERBANKAN | (Subject) |
| Bank Republik Indonesia | (Author) |
| Annual report, 1980-81 | (Title) |
| 5. PERBANKAN LUAR NEGERI | (Subject) |
| Amerika Serikat. U.S. Board of Governors of the
Federal Reserve | (Author) |
| Currency exchange rates | (Title) |

D. The following illustrate letter-by-letter filing:

1. Indo-european racial groups.
2. INDONESIA.
3. Indonesia, Departemen Pendidikan dan Kebudayaan.
4. INDONESIA EDUCATION.
5. Indonesian education: plans and prospects.
6. Indonesian education requirements for the future.
7. Indonesian educational planning.
8. Indonesian educational plans.
9. Indonesiana.

B.1.2.2.2 These rules may seem excessively complex and detailed, especially while the number of cards is small, but as the collection becomes larger, inaccurate filing becomes a real obstacle to retrieval by users. The investment in accuracy and detail now will pay off large dividends in the future.

B.1.2.2.3 Processing staff should correct filing errors whenever they are observed or brought to the attention of the staff. The classifier will read the catalog (check for filing errors) once a week for the first year or two of operation. When this becomes unwieldy, a system for checking only those cards filed by the processing staff will be implemented:

B.1.2.3 Preparation of Circulation Records

Circulation records are prepared by the processing staff in accordance with the instructions in the circulation sub-system manual.

B.1.2.4 Labeling

The location indicator (if appropriate) and decimal code are typed on to a cloth gummed label exactly as it appears in the decimal code field of the catalog card. For books whose spines are large enough, these are adhered to the spine about three centimeters from the bottom, but trying to avoid obscuring any print containing the author or title. For all items a label is to be attached to the front cover, even for books for which there is a label on the spine. This should be placed in the upper left hand corner, about one centimeter from either edge, but again avoiding obscuring printed information whenever possible.

The decimal code is handwritten on the title page (or the first possible page, if there is no title page). It is also handwritten on the first sheet of material within a STOFMAP or other type folio.

B.1.3 Distribution

Those materials that have a distribution (one or more personal or organizational names specified by the classifier to receive the publication) are taken to the circulation staff immediately upon completion and approval by the classifier of the processor's work. The distribution instruction and the charge card are attached to the item.

Materials that do not have a specific distribution will be shelved by the circulation staff. They are delivered by the processing staff, with their charge cards, once a day at the start of the workday.

From time to time, impatient users will want to short-circuit the system; i.e., get materials out of the system before they are completely ready. The cataloging sub-system staff should make every attempt to avoid backlogs and therefore minimize the impact on users of delays. Under no circumstances, however, is an item to be released before the item has a complete cardset, is labeled, and has been charged through the circulation sub-system. It is permissible to file the cardset after an item is turned over to circulation.

B.1.4 General Comments

B.1.4.1 Excessive backlogs will destroy the information system

This is especially the case within the cataloging sub-system, where backlogged materials take up space, slow down the overall pace of work, and increase the risk of losing materials. It is the responsibility of the head of the cataloging sub-system and the library chief to be alert to developing backlogs and take whatever steps are within his resources to eliminate them. He should discover methods of increasing the rate of production without sacrificing retrieval by users.

If the head of the cataloging sub-system cannot address the problem with resources available to him, he must advise his superior of the need for additional resources. If the problem is felt to be a short-term problem, borrowing time of other staff may be adequate. If a longer term problem, additional staff or equipment may be needed.

BAPPEDA management must of course consider requests for additional resources in competition with other BAPPEDA elements. The management must view I/S requests critically, making sure that a sufficient effort is made to solve problems with resources already available. However, the general rule is that the cost of inputs will rise slightly faster than the rate of new materials added. In manual information systems, there are slightly more diseconomies of scale than economies (due primarily to the increase need for detail in the class scheme and retrieval terms and to the increased time necessary for filing).

B.1.4.2 The cataloging sub-system must account for its productivity

Each element in BAPPEDA, including the information system, should be held accountable for the amount of output per unit of input (productivity). In the case of the cataloging sub-system of the I/S, classifiers can be evaluated on the basis of the number of items classified, processors on the number and length of cardsets typed and filed. Both data should be used by BAPPEDA managers to keep track of the size of the I/S for funding and staffing purposes.

B.1.4.3 Productivity Standards

The following are to be considered average rates for staff with at least six months experience:

A. Classifiers: 12 items classified per 7-hour workday, or 1.7 items per work-hour actually spent classifying.

B. Processors:

1. Cardsets typed should be 12 cards per hour actually spent typing. Cardsets average about 5 cards per set, so about 17 cardsets should be typed per 7-hour workday.
2. Filing speed should be 100 cards per hour spent actually filing, or about 140 cardsets per 7-hour workday.

Note: . It is unrealistic to expect anyone typing cardsets or filing to work 7 hours consecutively on either job without risking high error rates. A good manager will mix these duties to get increased production.

B.1.4.4 Reporting

So that I/S management will know the production rate of cataloging staff and so that the head of the unit can report the increase in collection size to BAPPEDA management, a report will be prepared monthly by the head of the cataloging sub-system showing the number of items classified, the number of cardsets typed and filed, and the number of items backlogged in both cases.

C. CIRCULATION MANUAL

C.0 System Flows

There are two distinct yet interrelated activity flows. The first is the preparation of circulation records by library staff. In the BAPPEDA system, this includes labelling the book/report, preparing book pockets, preparing book cards, preparing circulation record forms, and filing and shelving.

The second activity flow concerns the actual charging of materials to users, "clearing" records of returned materials, sending out notification memoranda, and preparing circulation reports.

C.0.1 Preparation of Circulation Records

The book or report is received from the cataloging staff accompanied by a cardset. The circulation technician types a label for each book. The label includes the complete call number, the accession number, the copy number, and the "reference" indicator (if needed). If there is a paper book cover, it is discarded and the label is attached directly to the book. If possible, attach the label to the spine of the book or report. If the spine is too small, attach the label to the upper left hand corner of the front cover.

Prepare the book card, typing in the upper left hand corner the call number, copy number and accession number. Type the author and title to the right of the call number area, using no more than six lines single spaced. If the author, title or both are too long they may be truncated. If both author and title are long, allow three lines for each. Do not truncate where it is not necessary. The objective of the author/title on this card is to permit the card to be matched to the book should they become separated.

Type the book pocket with exactly the same information as the book card. (See example, forms appendix). Adhere the book pocket to the inside of the back cover where possible. Try to avoid obscuring important printed information on the cover if possible. Place the book card in the book pocket.

Type an NCR charge form with exactly the same information as the book card and book pocket. Place all three copies in the book pocket.

File the book on the shelf or deliver it to any specific user if so instructed. File the cardset in the card catalog according to the Standard Filing Rules.

C.0.2 Daily Circulation

Materials in the library are circulated on demand. A few items do not circulate and these are marked "REF" on the label, book pocket, book card, and charge card after the copy number.

The library circulation technician (or any other staff member if the circulation technician is out) fills in the book card and charge card; LEGIBLY writing the user's name, organization if other than BAPPEDA, and the date borrowed. This should be done as quickly as possible, to prevent inconveniencing the user. The NCR charge slips are placed in an in-box.

The circulation technician each morning begins work by filing the previous day's circulation slips, the first (white) copy in the user file by organization then by name. The second (yellow) copy is filed in the date borrowed file, and the third (pink) copy is filed in the accession number file.

When charged materials are returned, the three charge slips are replaced in the book. A single strike is made across the name of the user on the book card, to avoid confusion in case an item is removed from the library without charging (which unfortunately will happen from time to time). This process is called "clearing". The book card is placed in the book pocket with the charge slips and the book/report is shelved in the proper place.

C.0.3 Monthly and Annual Reporting to Management

It is important that BAPPEDA management be able to evaluate the library, and one important datum needed is an indicator of the use of the materials as reflected in the number of items circulated. In addition, library staff require information about the number and type (by subject) of materials used in order to make rational materials selection decisions.

To meet these needs (as well as other information needs not specifically related to circulation) the library coordinates with the computer staff to operate a reporting system as follows:

On a monthly basis the circulation records are keyed into the computer by the computer staff. At the same time, new accessions are also entered, using the accessions cards produced by photocopying the main entry card. Outputs include:

- The monthly circulation memo to users (per paragraph 1.4);
- Monthly circulation volume reports, by call number then by author;
- Monthly accessions report by subject and by author; and
- An annual report issued each April cumulating the information from the monthly reports on circulation volume and accessions. These will become a part of the library's annual report to the BAPPEDA.

C.1 Circulation Policies

C.1.1 Reference Materials

Materials marked "REF" do not leave the library under normal circumstances. They can be charged to BAPPEDA staff but must be returned before the end of the workday. Reference materials are not circulated to non-BAPPEDA staff.

C.1.2 Circulation Priorities

First priority : BAPPEDA staff. No distinction is made by the library among BAPPEDA staff, who will be provided materials on a first-come-first-serve basis. Conflicts, should they arise, will be settled by the conflicting parties or by BAPPEDA management;

Second priority : Governor's staff;

Third priority : DPRD members and staff;

Fourth priority : Other Riau Tingkat I officials;

Fifth priority : Riau Tingkat II (and lower) officials;

Sixth priority : General Public. Materials may be used by the general public in the BAPPEDA building, but they are not circulated.

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MONTHLY STATISTICS LOG

ACQUISITIONS

Month of _____

No. Titles added : _____

total

No. Volumes added:

1) purchased : _____

total 1)

2) free : _____

total 2)

3) total : _____

total 1) + 2)

Cost of Purchases: _____

Cost

Prepared by:

Date:

MONTHLY STATISTICS LOG

CIRCULATION

Month of _____ Fiscal Year Ending _____

<u>Volumes charged</u>	<u>date</u>	<u>volumes returned</u>
	1	
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	
	10	
	11	
	12	
	13	
	14	
	15	
	16	
	17	
	18	
	19	
	20	
	21	
	22	
	23	
	24	
	25	
	26	
	27	
	28	
	29	
	30	
	31	

Total volumes outstanding: _____

Prepared by: _____ Date: _____

Reference Log

User Name : _____

Organization : _____

Telephone No. : _____

Question asked or
Item requested : _____

Response : _____

If cannot respond, reason: _____

Prepared by:

Date:

Time of response:

TAHUN:		BULAN:		A	B	C	D	2/ PESAN DARI:	
A				B					
								3/ ALAMAT:	
								4/ FREKWENSI:	
								5/ PESAN BULAN:	
								6/ CATATAN:	
MI SE SE RA KA JUM SA		MI SE SEL RA KA JUM SA						KARTU SERI HARIAN-MINGGUAN	
C		D							
								1/ PENGARANG/JUDUL	

SERIAL RECORD CARD

Daily/Weekly
front view

5 x 8 inches

Initial stock will
be photocopied on
paper

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Index entry is not to every incidence of the use of a term, but to those felt to be more important.

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