

## Introduction

This packet contains:

- General information about the MARC Entry Service for the following automation systems:
  - Athena
  - Destiny
  - FSC's Circulation Plus/Catalog Plus
  - InfoCentre
  - Spectrum
- Guidelines to prepare materials to be submitted to obtain the service
- Frequently Asked Questions
- **MARC Entry Order Form**

## MARC Entry Service

The MARC Entry Service creates MARC 21 records using your shelflist cards or other print documents that reflect the contents of your collection. The resulting electronic data can be imported into your library system using your product's import feature. There are two distinct MARC Entry Services including:

- Full MARC Match/Full MARC Hand-keyed Entry
  - Your materials are matched to our MARC 21 database containing Library of Congress and/or Sears subject headings.
  - When a match is not found, then a record is hand-keyed based on information provided.
  - The cost of this service is \$.55/copy for orders with more than 299 records.
- AV MARC Entry
  - Audiovisual material records are only created if the AV MARC Entry service is purchased.
  - Your materials are matched to our Alliance AV database of over 700,000 superior-quality MARC records for non-print, audiovisual materials.
  - If a match is not found, then a record is hand-keyed based on information provided.
  - The cost of this service is \$1.03/copy for orders with more than 299 records.
- **Note on the Small Order Service Charge:** Orders with less than 299 records incur a \$50 small order service charge in addition to the per copy charge. If your data includes book and/or audiovisual materials, the small order service charge is only incurred if the total order is less than 299 records. The small order service charge is per library, not per service.

To prepare your shelflist materials and understand how the information provided will affect the electronic data created, please carefully review the **Preparing Your Materials** and **Frequently Asked Question** sections prior to completing the **MARC Entry Order Form** which starts on page seven of this document.

## Preparing Your Materials

At the very least, your shelflist cards or other print documents should include the author, title, publisher name, publication date, call number and number of copies. To ensure a more accurate match, standard numbers such as LCCN and ISBN should be included. To elaborate, we'll use the following to search for and create appropriate records:

- **Author**
- **Title**
- **Publisher Name**
- **Publication Date**
- **Call Number**
  - The call number will be entered as indicated in the **Call Number Verification** section of the order form.
    - If the prefix on your shelflist card differs from your instructions on the order form, you do not need to change your shelflist cards to reflect the format you want.
    - For example, if your fiction shelflist cards have F as a prefix and you want to change it to FIC, just indicate FIC on the order form and we'll use FIC as a prefix for all your fiction records.
  - The holdings data will be delivered in the proper tag format based on the automation solution indicated on the order form.
    - For example, for Destiny the complete call number is entered in tag 852 subfield h.
  - Should your shelflist card not contain a call number, we can enter the Dewey classification number assigned in the MARC 21 record by the Library of Congress.
    - However, in some MARC 21 matched records no recommended Dewey classification number has been assigned.
    - In this instance, only three letters of the main entry will be entered.
    - You'll be able to add this information once you have loaded the data.
- **Number of Copies**
  - If you have multiple copies or volumes of the exact same title, you may submit one card for that title and note the number of copies in red in the upper right corner.
    - While we will do our best to provide the correct number of copies needed:
      - We will guarantee the number of copies for a title only if there is a number in red in the upper right corner indicating the number of copies or volumes.
      - We will not guarantee copy amounts if easily misinterpreted designations, such as c.1, c#2, accession numbers and so forth, are used.
  - If you have similar items (perhaps with different publishers or publication dates), be sure to submit separate cards for each item.
  - If no copies are noted on the card, one copy will be entered.

- **Standard Numbers, i.e. LCCN or ISBN**
- **Hand-keyed Records**
  - When a match is not found, the Full MARC Match/Full MARC Hand-keyed Entry includes entering the following if it is provided on the shelflist card:

Author	Publication Place	Subjects	Call Number
Title subfield a	Publisher Name	Series Title	Copy Number
Title subfield b	Publication Date	Summary	Volume Number
Title Added Entry*	Edition Statement	LCCN	Price
Author Added Entry*	Physical Description	ISBN	Barcode**

\*If included in tracings.

- When a match is not found, the AV MARC Match/Hand-keyed Entry includes entering the following if it is provided on the shelflist card:

Author	Author Added Entry*	Physical Description	ISBN
Title subfield a	Publication Place	Subjects	Call Number
Title subfield b	Publisher Name	Series Title	Price
Title subfield h	Publication Date	Summary	Barcode**
Title Added Entry*	Edition Statement	LCCN	

\*If included in tracings.

\*\*Each of these options also includes barcode entry; however the entry depends on your situation. For example, if the collection is:

- Not barcoded - barcodes can be assigned
  - Partially pre-barcoded - barcodes will be entered if available and assigned if not
  - Pre-barcoded - barcodes will be entered if available
- If you want a barcode entered, the number must be included on the information submitted.
  - If your collection has any barcodes already assigned, please indicate the barcode symbology used on the **MARC Entry Order Form** itself.
  - Should you require barcodes, please refer to the **MARC Entry Order Form** itself for the various options.

## **Frequently Asked Questions**

### ***Do we order barcode labels at the same time as the MARC Entry Service?***

If you need barcodes, you can order smart barcode labels at the same time as the service. The high quality polythermal barcode labels are “smart” because they include:

- The title (up to 30 characters)
- Call number (up to 20 characters)
- Author (up to 20 characters)
- Library name (up to 30 characters)
- The barcode (up to 14 characters)
- An eye-readable version of the barcode number

Barcodes are printed in call number order in order to facilitate barcoding a collection. An electronic barcode listing, sorted in call number order, is included at no extra charge.

If your district or library consortium is considering using a centralized system in the future, you should consider using a 14-digit barcode with location code to ensure unique barcodes for each library.

The data entry barcodes, and other barcode options, are included in the **MARC Entry Order Form** itself.

### ***What is meant by a match or hand-keyed entry?***

Your electronic records are created by searching our databases. If a record is found with same author (or pseudonym), title, publisher name, and publication date (within three years), we consider this an exact match and we will use this record for your collection. If an exact match is not in our MARC 21 or Alliance AV database, we provide you with the closest record in our database.

With an exact match it is possible to have a different standard number than the number provided on your shelflist card. Closest matches may differ from the shelflist card in such areas as the publisher name and publication date, illustrator, and so forth. This information can be edited once you have loaded the data to your program.

If an exact or closest match is not found, we hand-key the record based on the information you provide.

### ***Can we submit photocopied materials?***

In place of a traditional shelflist card, the Full MARC Match/Full MARC Hand-keyed Entry service can be provided based on:

- Photocopied title pages/versos or handwritten/typed titles; however such materials can affect the results of the service due to the limited amount of information provided.
- We will match these to our database only as a closest match.
- For those listings not matched only the minimal information provided on the listing will be entered into the record.
- Additionally, photocopied materials tend to extend the time required for the service to be completed.
- Bundle photocopies in groups of 100.

**Note:** Call number should be clearly written on each sheet.

In place of a traditional shelflist card, the AV MARC Entry service can be provided if you photocopy the outside cover of the audio visual item.

- The cover's photocopy should include the following information:
  - Title
  - Running time
  - Producer / Distributor
  - Any specific content information included in the audio visual item

Call Numbers:

- For either MARC or AV, to ensure correct entry of your local call number, you will need to write the call number on the title pages/versos, handwritten/typed title listings or cover's photocopy.
- Should your materials not contain a call number, we can enter the Dewey classification number assigned in the MARC 21 record by the Library of Congress.
  - However, in some MARC 21 matched records no recommended Dewey classification number has been assigned.
  - In this instance, only three letters of the main entry are entered.
  - You'll be able to add this information once you have loaded the data.

### ***What happens if the title is part of a series or multiple volume set?***

Series and multiple volume sets with individual titles are often cataloged under the series or set title and not the individual volume title. If the record is not cataloged by the individual volume title in the MARC 21 or Alliance AV database, you will receive the series or set title.

### ***Do you create records for non-English titles?***

Our MARC21 database contains very few non-English titles. In some French, German, and Spanish records, the title may be in the native language; however, the rest of the record is usually in English.

Collections with non-English titles present unusual challenges that may prevent the work from being processed. When these titles can not be found in our MARC21 database, they must be hand entered. This work is slow and very susceptible to error since diacritic characters can be misinterpreted and the words of a language unknown to the typist are not recognizable. Providing MARC Entry services for non-English titles requires approval by the Data Services Department prior to the start of processing.

### ***Our shelflist card includes statistical information, acquisition dates, vendor information, etc. Will this be included in the record created?***

If the submitted materials include circulation information such as transactions or past circulation statistics, entry of this information is not included in the MARC Entry Service. Additionally, even if included on the shelflist card, the following is not entered:

- Acquisition Dates
- Vendor Information
- Categories
- Funding Information
- Accession Numbers

### ***How should we send in our shelflist materials?***

MARC Entry services are performed in job batches. A job batch typically represents all materials being entered for a particular school/library at the time the service is provided. Materials from multiple sites or submitted at different times are considered separate jobs and should be sent in separately.

To send in materials, complimentary shelflist shipping boxes should be requested by calling Customer Service at 800-323-3397. Each job batch should be sent in its own box or set of boxes. The number of boxes needed can be determined by estimating your collection size and knowing that each box holds approximately 1,000 shelflist cards.

**Note:** A \$50 service charge is incurred for any job with fewer than 299 copies to be entered. The \$50 service charge is in addition to the per copy charge for the service ordered.

When you send in your shelflist materials, carefully and accurately mark the outside of the shipping boxes with the following information:

- Your library's name and address
- The number of boxes you are shipping (1 of 10, 2 of 10, etc.)

Include a copy of the **MARC Entry Order Form** in the first box. A copy of the **MARC Entry Order Form** should also be sent with your purchase order.

**How long will it take to receive our data?**

The turnaround time for completing an order depends on:

- The time of the year we receive your materials and purchase commitment.
- The size of the collection itself.

There will be a verification call prior to our starting your order. During this call we will provide dates specific to your order.

All of the materials required to process your order must be received before the work can be scheduled. Some things that might delay your MARC Entry Service include:

- We have not received your materials from which the entry work is to be done.
- Your MARC Entry Order Form is either incomplete or missing.
- We have not received your purchase order **OR** the purchase order received does not cover the complete cost of the MARC Entry Service.
- We have not received your sign-off document that confirms the work to be done.
- We have questions and have not been able to reach you. In the summer, an alternate phone number is required.

**Do you guarantee your service?**

Follett Software Company guarantees 98% accuracy in converting your shelflist materials. If we return your collection less than 98% accurate, contact the Data Services Department with details of the inaccurate information. We will review the issues and discuss the options available to address the situation.

Inaccuracies found after six months from the date of shipping the completed data are no longer guaranteed. Errors and omissions that may occur in our MARC 21 database including name and subject authority differences are not included in the guarantee. In addition, errors and omissions in the instructions to us are not included in this guarantee.

<p><b>Please complete the following order form to your purchase order and send to:</b></p> <p>Follett Software Company 1391 Corporate Drive McHenry, IL. 60050-7041</p> <p><b>Attn: Order Fulfillment</b></p> <p><b>Or fax to:</b> (800) 807-3623</p> <p>Outside the US, Canada and Bermuda fax to: (815) 344-8774</p>	<p><b>Send your boxed Shelf-list cards and this completed form to:</b></p> <p>Follett Software Company 1391 Corporate Drive McHenry, IL. 60050-7041</p> <p><b>Attn: Data Services – Receiving</b></p>
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www.follettsoftware.com

**MARC Entry Order Form**

Prior to processing your order, you will receive a call from our Data Services staff to review and clarify your library's specifications. The contact person indicated in the following section should be very familiar with the library collection in order to provide information specific to your library. Please include business and alternate telephone numbers, additional numbers for summer/vacations, as well as best days/best times to call. Your order may be delayed if clarification is needed and we are unable to contact you.

**Bill To:**

District or Institution Name:		Customer Number:
Address:		
City:	State/Province:	ZIP/Postal Code:
Purchase Order Number (Required if using a Purchase Order):		
Contact Name:		Alternate Contact Name:
Contact's Email Address:		Alternate's Email Address:
Business Telephone:		Alternate's Telephone:
Home Telephone:		Alternate's Home Telephone:
Facsimile Number:		
Best day(s) to call:		Best time(s) to call: (include your time zone):
<input type="checkbox"/> Check here if this is a new address		<input type="checkbox"/> Check here if this is a new contact name

**Ship Order To:**

District or Institution Name:		Customer Number:
Attention:		Email Address:
Installation Site Name (if different from Ship To):		
Address:		
City:	State/Province:	ZIP/Postal Code:
<input type="checkbox"/> Check here if this is a new address		<input type="checkbox"/> Check here if this is a new contact name

**Order Information:**

**Approximately how many shelflist cards are you sending?** \_\_\_\_\_

**Approximate collection size:** \_\_\_\_\_

**Note:** To estimate collection size, increase shelflist cards sent by 20%.

**How many shelflist boxes?** (A box will hold approximately 1,000 shelflist cards.) \_\_\_\_\_

**Indicate which automation solution the data will be loaded into:**

Athena    Destiny    FSC's Circulation Plus/Catalog Plus    InfoCentre    Spectrum

**While all data is returned in MARC 21 format, please indicate which data delivery option you prefer:**

Internet via FTP

CD-ROM

**Indicate the type of services requested:**

Full MARC Match/Full MARC Hand-keyed Entry (**\$.55/copy matched/created**)

Audiovisual MARC Entry (**\$1.03/copy matched/created**)

The order I am submitting contains fewer than a total of 299 copies to be entered (**\$50.00 Service Charge plus per copy charge**)



**Please double-check the information you have provided regarding your barcode order to verify its accuracy.**

**Note:** Generic Barcodes

To order generic barcodes please visit our website ([www.follettsoftware.com](http://www.follettsoftware.com)). On the homepage search for "Barcode Order Form" and you'll quickly locate an order form that can be used for your generic barcode needs. The order form includes barcode options for your library or media materials as well as for your patrons.

The library or media material generic barcode labels can be used to pre-barcode a collection or to barcode additional titles after MARC Entry is complete.

<b><i>Laser Spine Labels</i></b>
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_____MARC Entry Spine Labels (65062D).....	\$.07/item US\$-CAN\$
_____Label protectors only (70090S).....	\$.04/item US\$-CAN\$

## Call Number Verification

Completing this form correctly is critical to the quality of data completed and critical to your satisfaction. Please read it carefully before filling it out. If you have questions regarding completing this form, please contact us before completing.

Automating your collection provides the opportunity for uniformity and consistency in the format and organization of call numbers within your collection. It also provides the opportunity to have the correctly cataloged call number on the titles within the collection. Call numbers may be changed, depending upon your choices below.

**MAIN ENTRY INFORMATION DOES NOT COME FROM THE SHELF LIST CARD. MAIN ENTRY INFORMATION COMES FROM THE TITLE'S MARC RECORD, SPECIFICALLY THE 100, 110 OR 130 TAG.**

Please indicate if you want the letters of your call number to have only the first letter capitalized (210 Mar - Follett Software's suggested option) or all uppercase letters (210 MAR):

CAPITAL - small - small (210 Mar)

CAPITAL - CAPITAL - CAPITAL (210 MAR)

### FICTION

\*FIC with first 3 letters of Main Entry

F with first 3 letters of Main Entry

Enter exactly as on card

FIC with first 3 letters on card

Other: \_\_\_\_\_

### NON-FICTION

\*Dewey number with first 3 letters of Main Entry

Enter exactly as on card

Dewey number with first 3 letters on card

Other: \_\_\_\_\_

### INDIVIDUAL BIOGRAPHY

\*921 with first 3 letters of Bio's surname

B with first 3 letters of Bio's surname

BIO with first 3 letters of Bio's surname

Enter exactly as on card

921 with first 3 letters on card

Other: \_\_\_\_\_

### COLLECTIVE BIOGRAPHY

\*920 with first 3 letters of Main Entry

B with first 3 letters of Main Entry

BIO with first 3 letters of Main Entry

Enter exactly as on card

920 with first 3 letters on card

Other: \_\_\_\_\_

### EASY BOOKS

\*E with first 3 letters of Main Entry

EASY with first 3 letters of Main Entry

Enter exactly as on card

E with first 3 letters on card

Other: \_\_\_\_\_

### REFERENCE

\*REF with Dewey with first 3 letters of Main Entry

R with Dewey with first 3 letters of Main Entry

Enter exactly as on card

REF with Dewey with first 3 letters on card

Other: \_\_\_\_\_

### STORY COLLECTION

\*SC with first 3 letters of Main Entry

S with first 3 letters of Main Entry

Enter exactly as on card

SC with first 3 letters on card

Other: \_\_\_\_\_

### PROFESSIONAL

\*PRO with Dewey with first 3 letters of Main Entry

P with Dewey with first 3 letters of Main Entry

T with Dewey with first 3 letters of Main Entry

Enter exactly as on card

PRO with Dewey with first 3 letters on card

Other: \_\_\_\_\_

### WHEN NO CALL NUMBER EXISTS ON THE CARD

Use suggested Dewey when available, otherwise use the first 3 letters of Main Entry

Use first 3 letters of the Main Entry

Do Not Enter Record; Flag card and skip

### PAPERBACK

PB with first 3 letters of Main Entry

PB with Dewey with first 3 letters of Main Entry

PB with first 3 letters on card

Enter exactly as on card

Other: \_\_\_\_\_

**Audiovisual Collection:** These options require the purchase of A/V MARC Entry.

**DVD**

- DVD with Dewey with first 3 letters of Main Entry
- DVD with Dewey with first 3 letters on card
- Enter exactly as on card
- Other: \_\_\_\_\_

**RECORDS**

- REC with Dewey with first 3 letters of Main Entry
- AUD with Dewey with first 3 letters of Main Entry
- SR with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**TRANSPARENCIES**

- TRA with Dewey with first 3 letters of Main Entry
- MAS with Dewey with first 3 letters of Main Entry  
Main
- Enter exactly as on card
- Other: \_\_\_\_\_

**STUDY PRINTS**

- SP with Dewey with first 3 letters of Main Entry
- PRN with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**FILMSTRIP/FILMLOOPS (Choose all that apply)**

- FS with Dewey with first 3 letters of Main Entry
- SFS with Dewey with first 3 letters of Main Entry
- FLP with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**COMPACT DISC**

- CD with Dewey with first 3 letter of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**Other designations:**

<u>Section</u>	<u>Prefix</u>	<u>Dewey</u>	<u>Main entry (author) letters</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**CASSETTES**

- CAS with Dewey with first 3 letters of Main Entry
- AUD with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**VIDEO RECORDINGS**

- VID with Dewey with first 3 letters of Main Entry
- VCR with Dewey with first 3 letters of Main Entry
- VHS with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**READ-ALONGS**

- RDAL with Dewey with first 3 letters of Main Entry
- BKCAS with Dewey with first 3 letters of Main Entry
- BKREC with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**KITS**

- KIT with Dewey with first 3 letters of Main Entry
- KT with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**COMPUTER SOFTWARE**

- CS with Dewey with first 3 letters of Main Entry
- CP with Dewey with first 3 letters of Main Entry
- COM with Dewey with first 3 letters of Main Entry
- Enter exactly as on card
- Other: \_\_\_\_\_

**Signature**

Is your purchase order included with this form?

Yes \_\_\_\_\_

No (explain): \_\_\_\_\_

**Note:**

Each job on a purchase order containing fewer than 299 copies to be entered will be charged a \$50.00 service fee.

Please sign below to indicate that all information provided on this form is accurate.

**Note:**

A delay in processing your order may occur if a purchase order is not submitted with this form or this form is not signed.

**Authorized Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Book Materials Only

Library Name: \_\_\_\_\_

Collection Type: \_\_\_\_\_

Page: \_\_\_\_\_ of \_\_\_\_\_

Please use this page to list titles with no shelflist cards. Photocopy this page as needed *before* you fill it in. Due to the minimal amount of information on this listing, we will match these titles to our database only as a closest match. For those titles not matched in our database, only the minimal information provided on this listing will be entered.

	Call Number	Title	Author	Publisher (name, place, year)	LCCN or ISBN	Number of Copies
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						

# Audiovisual Materials Only

Library Name: \_\_\_\_\_

Collection Type: \_\_\_\_\_

Page: \_\_\_\_\_ of \_\_\_\_\_

Please use this page to list **audiovisual** titles with no shelvest cards. Photocopy this page as needed *before* you fill it in. Due to the minimal amount of information on this listing, we will match these titles to our database only as a closest match. For those titles not matched in our database, only the minimal information provided on this listing will be entered.

	Call Number	Title	Producer/Distributor	Number of Cassettes/Discs	Length in Minutes	Year	ISBN	Number of Copies
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
19.								
20.								