

## **Procedures for Reporting Cataloging Issues to RSA**

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This document describes several types of cataloging issues encountered in WorkFlows, as well as procedures how to report them to RSA for resolution. All libraries are encouraged to report these issues to RSA.

The result is a tidier, more accurate database not just for your library, but also for the RSA membership as a whole. Most importantly, a tidy, accurate database ensures users are able to find, identify, and obtain their desired items, whether they browse on the shelf or in the RSAcat, which leads to a positive user experience with the library.

### Questions?

Please contact the RSA cataloging department at <a href="mailto:help@rsanfp.org">help@rsanfp.org</a> or 1-866-940-4083.

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# Nonfiction Call Number Help

If you need help determining a nonfiction call number to assign to your item, follow the instructions below.

- 1. Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 2. Use the subject line: Call Number Help
- 3. In the body of the email, provide this information for the item that needs a call number:
  - a. Title
  - b. Author
  - c. ISBN (if applicable to the item)
  - d. ISSN (if applicable to the item)
  - e. UPC (if applicable to the item)
- 4. RSA will use this information to determine a call number and reply to your email, providing the recommended call number.
- 5. If RSA is unable to determine a call number based on the above information, you will be asked to send your item to RAILS East Peoria through RAILS delivery. Please only send your item if RSA asks you.

## ISBN Addition to an Existing Record

If you find an ISBN on your book, such as a library binding ISBN, that needs to be added to the existing record in WorkFlows, either brief or OCLC, follow the instructions below.

- 1. Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 2. Use the subject line: ISBN Addition
- 3. In the email, provide the following:
  - a. Title
  - b. Your item ID attached to the record that needs the ISBN addition
- 4. To the email, attach these images of the book to help RSA verify that the ISBN should be added to the existing record:
  - a. Front cover
  - b. Spine
  - c. Back cover
  - d. Title page
  - e. Title page verso
  - f. Last numbered page
- 5. Once RSA verifies the ISBN should be added to the record, they will reply to your email to confirm they added it.

If RSA adds the ISBN to the official OCLC record in WorldCat, RSA will import the updated OCLC record into WorkFlows to overlay the existing version of that record, "refreshing" its bibliographic description to include the ISBN.

## Item Owned by Another Library on the Wrong Record

If you encounter an item owned by another library that is attached to the wrong record in WorkFlows, follow the instructions below to ask RSA to transfer that item to the correct record.

The instructions below are not to be used to report brief items, either owned by your library or another library, that need to be cataloged on OCLC records. If you encounter a brief record and an OCLC record in WorkFlows that share the same ISBN, ISSN, or UPC, refer to the section "Duplicate Records in WorkFlows – Scenario 1."

Report no more than 10 wrong records per day to RSA.

Here are examples of items on wrong records:

- A large print book attached to a regular print record
- A Blu-ray attached to a DVD record
- An English audiobook attached to a record for the Spanish translation
- 1. Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 2. If you have already reported 10 wrong records to RSA that same day, please contact the RSA Help Desk before you send this email.
- 3. Use the subject line: Cataloging Staff: item on wrong record
- 4. If the item needs to be addressed quickly due to trouble with circulation or holds, use the subject line: Cataloging Staff: RUSH item on wrong record
- 5. In the email, provide the following:
  - a. The item ID on the wrong record
  - b. A short message explaining the problem
- RSA cataloging staff will reply to your email once the item is resolved. The item will be transferred onto the correct record, so no circulation or inventory statistics are lost.

## Item Owned by Your Library on the Wrong Record

If an item owned by your library is cataloged on the wrong record in WorkFlows, and you are *unable* to find an OCLC record that matches it in WorkFlows or OCLC Connexion (if your library uses Connexion), please create a brief record following the procedure <a href="here">here</a>.

If an item owned by your library is cataloged on the wrong record in WorkFlows, and you are *able* to find an OCLC record that matches it in WorkFlows, follow the instructions below to report it to RSA. The item will be transferred onto the matching OCLC record. Its circulation and inventory statistics will move with it. If you attach a new item to the matching OCLC record and delete the item attached to the wrong record, you will lose that item's statistics.

Libraries that only occasionally need to transfer items from one record to another are encouraged to contact RSA to transfer the item on their behalf. If you prefer to transfer the item yourself, refer to the cheat sheet "How to Use the Transfer Wizard" available here: <a href="https://rb.gy/55saou">https://rb.gy/55saou</a>, or the video available here: <a href="https://youtu.be/kONQ2fztvIM">https://youtu.be/kONQ2fztvIM</a>.

The instructions below are not to be used to report your brief items that need to be cataloged on OCLC records. If you encounter a brief record and an OCLC record in WorkFlows that share the same ISBN, ISSN, or UPC, refer to the section "Duplicate Records in WorkFlows – Scenario 1."

Report no more than 10 wrong records per day to RSA.

Here are examples of items on the wrong records:

- Your large print book is currently attached to a regular print record, and it has a matching large print record in WorkFlows.
- Your Blu-ray is currently attached to a DVD record, and it has a matching Blu-ray record in WorkFlows.
- Your English audiobook is attached to a record for the Spanish translation, and it has a matching English record in WorkFlows.
- 1. Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 2. If you have already reported 10 wrong records to RSA that same day, please contact the RSA Help Desk before you send this email.
- 3. Use the subject line: Cataloging Staff: item in need of transfer
- 4. If the item needs to be addressed quickly due to trouble with circulation or holds, use the subject line: Cataloging Staff: RUSH item in need of transfer
- 5. In the email, provide the following:
  - a. The title of the item on the wrong record
  - b. Your item ID attached to the wrong record
  - c. The OCLC title control number of the record onto which your item should be transferred. The OCLC title control number is found in the 001 field on the record's bibliographic tab in WorkFlows.

6. RSA cataloging staff will reply to your email once the item is resolved. The item will be transferred onto the correct record, so no circulation or inventory statistics are lost.

### Duplicate Records in WorkFlows - Scenario 1

You encounter a brief record and an OCLC record, both in WorkFlows, which share the same ISBN, ISSN, or UPC. The brief record may have your library's item attached and/or that of another library. Follow the instructions below to report the duplicate records to RSA.

The instructions below are not to be used to report brief items that need to be cataloged on OCLC records, but you are unable to find a matching record in WorkFlows or OCLC Connexion (if your library uses Connexion). In this case, please create a brief record following the procedure here.

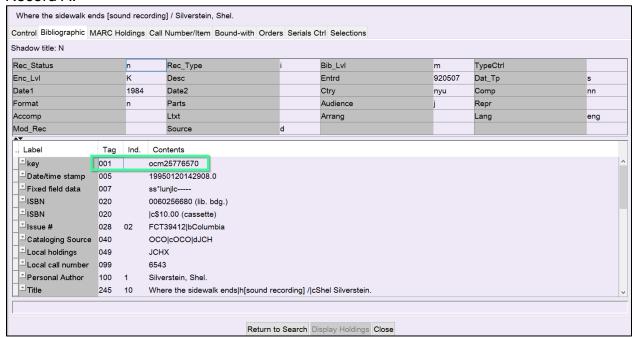
Report no more than 10 duplicate records per day.

- 1. Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 2. If you have already reported 10 duplicate records to RSA that same day, please contact the RSA Help Desk before you send this email.
- 3. Use the subject line: Duplicate Records
- 4. In the email, provide the following:
  - a. The title of the duplicate records
  - b. The ISBN, ISSN, or UPC that is shared by the brief and OCLC records
  - c. The OCLC title control number that matches the brief record. The OCLC title control number is found in the 001 field on the WorkFlows bibliographic tab.
- 5. RSA cataloging staff will reply to your email once the duplicates are resolved. If RSA is able to confirm the duplicates, the item(s) will be transferred onto the retained record, so no circulation or inventory statistics are lost.

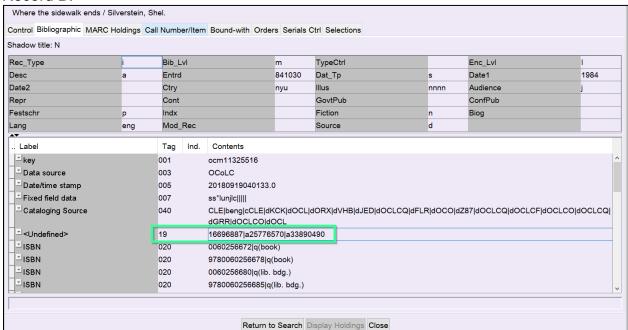
## Duplicate Records in WorkFlows - Scenario 2

You encounter OCLC records already in WorkFlows, and one or more of those record's 001 field has a number that appears in the 019 field of another OCLC record in WorkFlows. Refer to records A and B below for an example.

### Record A:



### Record B:



Because the number from record A's 001 field appears in the 019 field of record B, these two records should be reported as duplicates to RSA.

Report no more than 10 duplicate records per day.

- 1. Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 2. If you have already reported 10 duplicate records to RSA that same day, please contact the RSA Help Desk before you send this email.
- 3. Use the subject line: Duplicate Records
- 4. In the email, provide the following:
  - a. The title of the duplicate records
  - b. The ISBN, ISSN, or UPC that is shared by the OCLC records
  - c. Each record's OCLC title control number, found in the 001 field on the WorkFlows bibliographic tab.
- 5. RSA cataloging staff will reply to your email once the duplicates are resolved. If RSA is able to confirm the duplicates, the item(s) will be transferred onto the retained record, so no circulation or inventory statistics are lost.

## Record in Need of Update - Not Encoding Level 3, M, or 8

Only those libraries that use OCLC Connexion will follow the instructions below to report WorkFlows records in need of update to RSA.

The record may have failed to load into WorkFlows due to a "flexible key already exists" error on the load bibliographic records report.

Records in need of update must meet all of the following conditions:

- The record is already in WorkFlows.
- The record in WorkFlows has your library's item attached to it.
- The record in WorkFlows is not assigned an encoding level 3, M, or 8.
- The record's bibliographic description has been updated in OCLC Connexion since it was imported into WorkFlows. The description has been updated to include at least one of the following:
  - Variant title
  - Page numbers
  - Size of the item
  - Contents note
  - Subject headings

Report no more than 10 record updates per day.

If you encounter a record in need of update, please follow these instructions:

- 1. Attach your item to the record if it matches, even though its bibliographic description needs update, so the item can begin circulating as quickly as possible.
- Send a regular email to <a href="mailto:help@rsanfp.org">help@rsanfp.org</a>.
- 3. If you have already reported 10 record updates to RSA that same day, please contact the RSA Help Desk before you send this email.
- 4. Use the subject line: Cataloging Staff: record update
- 5. In the email, provide the following:
  - a. The title of the record in need of update
  - b. The record's OCLC title control number, found in the 001 field on the WorkFlows bibliographic tab.
- 6. If RSA needs additional information to verify the record update, you may be asked to send the physical item, paper photocopies, or digital scans to RSA.
- RSA cataloging staff will reply to your email once the record has been updated in WorkFlows. No further action will be necessary because your item is already attached to the record.