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COMPREHENSIVE NOTIFICATION SERVICE: FAQ

If you have just completed your backfile authority processing—congratulations! Your database is in the best shape it has ever been and you are determined to keep it that way. We are delighted that you have chosen MARCIVE to help you with this important work.

We have compiled a list of the most Frequently Asked Questions associated with **Overnight Authorities, CNS (CNS), Authority/Bib File Deletes, and Bib File Replacement**. However, we encourage you to contact us if you want more explanation or if you have a question that does not seem to be covered here.

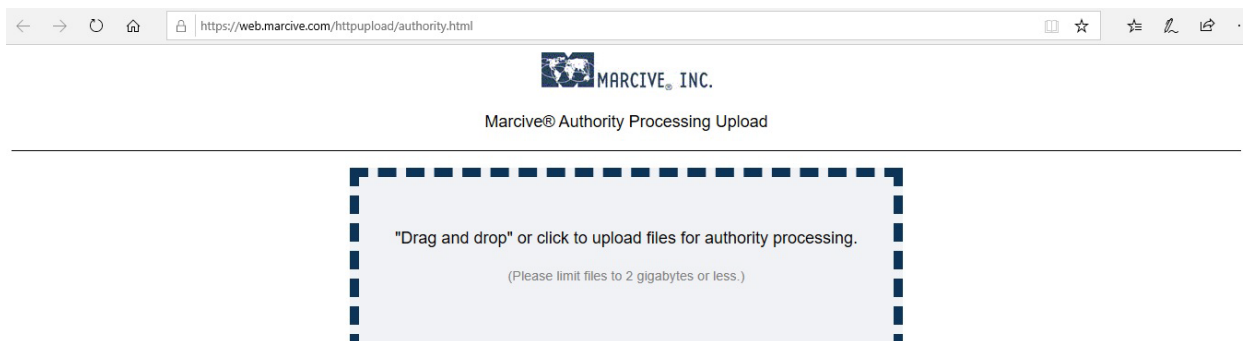
1. When can I send my new cataloging for processing through **Overnight Authorities**?

There is no set schedule when to send new records once we have finished processing your initial file and set up the profile to process new cataloging. You can send records daily, weekly, monthly, quarterly—whatever suits your workflow. There's never a minimum order, and you don't need to tell us what frequency you prefer.

The most satisfied customers are those that have set up an internal schedule to send records on a predictable basis. Some have even created script files to automatically extract new cataloging on a particular date to send to us, regardless of how many there are. (We are unable to assist with the creation of script files.)

We have assigned a 4-character identification code to your library that we will refer to here as XXXX. It is used for billing, for identification of incoming/outgoing files, for profiling, and for inquiries and responses.

You send us records through a secure website so you can easily drag and drop records for processing. A link is provided for picking up the files when ready. The link is provided automatically to all new customers.



We request that you transmit your file to us by 2:00 PM Central Time to assure timely processing. However, files received after that time may still be processed, depending on the queue.

Files of up to 25,000 bib records will generally be processed and returned within 24 hours; larger files may take longer.

After every transmission is complete, please send an email message to production@marcive.com giving the name of your file, its length, and the number of bib records, so we are independently alerted to its presence and so we can verify its accurate arrival.

2. How long will my cataloging remain on your server, available for pickup? How long will my CNS files remain on your server?

Your files remain on our server for 14 days. If you need your files re-output, there is a nominal charge. If you anticipate issues with retrieving your files and request an extension ahead of time, we can give you a temporary extension beyond the 14 days.

3. I have deleted an authority record from our local system, but you sent us an updated version through our CNS. How can we stop receiving updates to that authority record?

We maintain a history of all of the activity of the authority records that your library has used, and when a change occurs, we send you an updated version so you can keep your catalog up-to-date. However, if you have made a change in your catalog so that you have removed the last bibliographic record linked to that authority record, you need to send us a delete.

Send us a list of Library of Congress Control Numbers (LCCNs) for the authority records for which you no longer wish to receive updates.

Each LCCN must be in standard LC format. For pre-Y2K format, this means a 3-letter alpha prefix left justified and blank filled, 8-numeric digit serial number, no dashes or spaces or other characters. Post Y2K numbers have a 2 letter alpha prefix (also left-justified, blank filled) and 4-digit year. The LCCNs submitted to MARCIVE must appear in your file exactly as they appear in the 001 field of an LC authority record.

Examples:

n 79030878 (two blank spaces after the "n")

n 81036981 (two blank spaces after the "n")

sh 81036981 (one blank space after the "sh")

no2003105791(no spaces after the "no")

Please ask for specific instructions on how to name the files and how to send the files to us. The instructions differ according to how you have asked us to configure your authority record files. We suggest that you start out by sending some small files to make sure everything is working as expected. We also request you send an email to production@marcive.com whenever you send a file of deletes with the number of LCCNs in each file and the filename so we can verify its accurate arrival. There is a nominal charge for this process.

Remember than you can send control numbers representing any type of thesauri, not just LC. So you can send deletes for MeSH, FAST, and LAC as well.

CNS customers have the option to choose a full replacement of bib records in their bib file so their authority records can be refreshed in this way. The full replacement does have an additional cost. See question #11, below.

4. We downloaded an individual authority record from OCLC but would like you to send us updates through our CNS subscription. Is that possible?

Yes. You can send "adds" to your CNS history file in much the same way as you send in deletes. Just be sure to keep them separate!

5. If a heading is unmatched, will I ever get an authority record for it?

Yes, if Library of Congress creates an authority record for it (and they often do), or if the unmatched term is added to MARCIVE's auxiliary database you will receive the appropriate authority record in your next CNS run.

6. Which reports do I get free with *Overnight Authorities* and which do I pay for?

All customers may receive a standard suite of reports at no additional charge. The suite includes the Statistical Report, Unrecognized or Invalid Terms Report, Multiple Matches or High Probability Matches Report, Changed Authorized Terms Report, and Preprocessing Changes Report.

Other reports, which are available at an additional cost, are:

Authority Control Partial Match
Unspecified CMC Fields Report

7. Should I save up my bibliographic records and send them to you once a quarter? Or what schedule makes the most sense?

You should send your records on the schedule that makes the most sense to you. Libraries with at least 500,000 bibliographic records would benefit from sending records at least monthly.

- ✓ There is no minimum load fee. You do not need to wait until you have enough records to justify sending your records off. If you send three records, billing is entered for 3 x the unit cost.
- ✓ When you send records one business day, they are ready the morning of the next day. You do not have to “close down” your catalog for two weeks while the records are being cleaned up.
- ✓ This is an on demand service. There is no contract that states when or how many times you must send records. If you have heavy acquisitions and cataloging in the spring and fall, and send files daily, and then go for two months without sending a single record, that’s fine.

8. I heard that you offer Accelerated Reader® and Lexile® data to authorities processing customers. I didn’t get that before. How can I get it?

MARCIVE is constantly adding new services and capabilities. If you learn of a new feature through an email, at a conference, on our website, or through another customer, please contact us! We want to make it available to you. Just send an email to Denise Thompson at dthompsn@marcive.com. Include your 4- or 8-character MARCIVE ID code, institution, address, name, title, and the service or feature that you wish to obtain. If there is any cost associated with it, she may pass your request along to a sales representative for pricing.

9. I just received a message saying that my next CNS update was going to be run soon. What does that mean?

If you elected to get *CNS* that means that we retained both your bibliographic records as well as your authority records. On the schedule that you chose (annually, semi-annually, or quarterly), we will re-process the bibliographic file that we have, returning to you only those records that experienced a change. The same processing performed for the backfile work will be provided, excluding bib processing reports. The specialized pre-processing tasks are included. Each access point will be compared against the LC and other selected thesauri authority files, and if that access point has changed, the revised bibliographic record will be supplied to the library. In addition to the bibliographic records that have changed as a result of the bib processing, the following will be provided: authority records that were newly matched, authority records changed by LC or other agency, deletes distributed by LC, and replacement authority records. The changed bibliographic records will overlay the ones in your catalog based on the control number, which is typically the system-generated number. The changed authority records overlay according to the protocols of the local system.

10. I have deleted a number of bibliographic records. How do I let you know about them?

In order to keep the history file of bib records current with MARCIVE, you'll need to a.) Be consistent in sending us newly cataloged titles, and b.) send us the control numbers of the records that you have deleted from your catalog. You'll also need to maintain the history file of authority records, else we will continue to send you updates. We will give you instructions for the submittal of the files of deletes. There are nominal charges for deleted bib and authority records.

11. Our staff can't easily keep track of the bibliographic records that we deleted. Plus we have made a large number of edits to our records that we don't want to lose, yet we are unsure how to protect them from overlay. What options do we have?

Instead of submitting files of control numbers representing deleted bib records, you have the option to have us perform ***Comprehensive Notification Database Reload***. This means you would send us your entire bib file again, and we would replace the bib history file we have, and use this new file for processing. This is an on-demand option, which can be performed only at the frequency you contracted for with your *CNS* subscription. For example, if you contracted for semi-annual *CNS* updates, you can only request a *CNS Database Reload* twice a year. You don't have to perform it both times, however. Please request a quote.

If you want both your bibliographic history file **and** authorities history file replaced, you can request a **Comprehensive Notification Full Authority & Bib File Replacement**. However, this option can only be performed once a year. Please request a quote.

12. I see on my invoice a charge for “Comprehensive Notification DB Reload Additions.” What does this mean?

When a library requests a *Comprehensive Notification Database Reload* or *Comprehensive Notification Full Authority & Bib File Replacement*, we compare the unique control numbers in the new bib file against the control numbers in the bib files we have processed for the library and saved as part of your CNS service. Any new, unique control numbers are considered additions. These represent new bibliographic records that should have been sent to us for processing through *Overnight Authorities Service*. Any numbers that were in the last file processed but not in the new one are considered deletes and they are also charged as such.

13. We are doing a network upgrade in our library, and won't be able to load our scheduled CNS update. May we postpone it?

Yes, we can work with you on timelines but do need proper notification. If you are unable to load the scheduled updates in a contract year, there are no refunds.

14. I have made a change to an access point on the Unrecognized or Invalid Terms Report. How do I notify MARCIVE of this change so that you can provide the appropriate authority record?

Once you have updated the bib access points, send the revised record(s) containing the access point(s) as part of an *Overnight Authorities Service* batch for processing.

15. How do I address the headings on the Multiple Matches or High Probability Matches Report?

In some cases, it will take a change to an access point to make certain that it matches the appropriate authority record. For example, adding birth/death dates will help with appropriate matches in name access points. Once you change the access point, the record should be sent in as part of an *Overnight Authorities* batch for processing

16. Some access points on the Unrecognized or Invalid Terms or Multiple Matches or High Probability Matches Reports do not require a change. Do I need to do anything?

No, you do not need to notify MARCIVE if no changes are required.

17. Whom do I contact with questions?

All customers have a technical contact at MARCIVE. If you are uncertain to whom you should address questions, ask Denise Thompson, Director of Production at dthompsn@marcive.com. General questions and requests for new service can be sent to info@marcive.com. We look forward to hearing from you.