Electronic error reporting via Internet in the VAX environment

by
Sam A. Khosh-Khui
Serials Cataloging Librarian
Albert B. Alkek Library, Southwest Texas State University,
San Marcos, Texas, USA

Abstract

This article describes an electronic OCLC error reporting (OER) program developed at the Albert B. Alkek Library, Southwest Texas State University, in response to the OCLC announcement that OCLC users could begin submitting bibliographic record change requests and duplicate record reports via Internet e-mail. OER is a menu-driven program written in VAX VMS which facilitates sending OCLC error reports by providing blank error-report forms for various error-reporting activities. This is accomplished by adding constant and system-supplied information to the forms and then automatically sending the forms, while giving ample opportunities to review the accuracy of the outgoing report. Doing so provides more uniformity and accuracy in the reporting process and saves money and staff time. This article suggests that, although the program is written for the SWT library, it may easily be modified and used by other compatible institutions.

OCLC announced in October 1994 that OCLC users could begin submitting bibliographic record change requests and duplicate record reports via Internet e-mail (AMIGOS, 1994). This announcement was good news for our department here at the Albert B. Alkek Library, Southwest Texas State University, as, owing to budget limitations for this fiscal year and the library's commitment to save money for next year, we are trying to reduce all costs including the cost of paper and postage. In a departmental meeting it was agreed to send error reports via e-mail except for those cases where supporting documentation is necessary as specified in the OCLC Bibliographic Formats and Standards (OCLC, 1994).

To facilitate this process it was decided to create a menu and automate most of the routine procedures. Additionally, it was decided to include other error reports on the menu. To make sure that this would be agreeable to OCLC, the cataloging department head, Elaine Sanchez, contacted OCLC and AMIGOS officials to clarify the following questions:

- May we send "Incorrect filing indicator report" and "Type code change request" forms through Internet?

- May we copy portions of the printed forms, which were used for years and with which our staff are familiar, into our online system and send them through e-mail?

The answers to both questions were affirmative. We were told that we could report incorrect filing indicator reports and type code change requests in the same manner as reporting bibliographic record change requests. However, we were not given permission to send "Authority file change request" forms via Internet yet.

Retrieving OCLC files

The files shown in Table I were retrieved from OCLC via FTP according to OCLC's instructions.

Table I Files retrieved from OCLC via FTP according to OCLC's instructions

File name	Form/instructions
bib.change.report	Electronic bibliographic change report
dup.report	Electronic duplicate report
bib.instructions	Instructions for OCLC's electronic error/duplicate record reporting

The contents of these original files are listed in Appendices 1-3. Except for the OCLC instruction file which remained unchanged, each file was edited to remove information provided by the program and to include information from printed forms. Also two additional forms for "Filing indicator report" and "Type code change request" were created. The edited files were renamed as follows to be used for the OCLC error-reporting program:

- ocllc_bib_change_report.form;
- oclc_dup_record_report.form;
- oclc_filing_ind_report.form;
- oclc_type_code_change_req.form;
- oclc_error_report_instructions.txt.

The content of each form is listed in Appendices 4-7.

OCLC error-reporting program

We are connected to the University's VAX cluster which permits us to use e-mail and other network utilities. One of the VAX features is the ability to write predefined procedures into command files in VMS language. This feature allows the saving of time and assures accuracy and simplicity. Using this feature, the author prepared the OER.COM command file. "OER" is short for "OCLC error reporting" (see Appendix 8 for the program). Although this program is basically written for the SWT Library, with a little modification it could be used in any VAX computer. One can use this program to retrieve automatically the OCLC error report forms, put the user in the editing mode, and then forward the edited form to OCLC via Internet. Once the program is available in the directory, entering "@OER" at the "$" prompt will run the program. On activating this program, the following menu will appear:

B Bibliographic record change request.
D Duplicate record report.
F Filing indicator report.
T Type code change request.
I OCLC's instructions for error reporting.
X Cancel/Return to previous menu.

OCLC's instructions for error reporting

Option "I" will bring up "Instructions for OCLC's electronic error/duplicate record reporting" file. It would be a good idea to become familiar with these instructions. Since this program is using the "edit/tpu/read_only" command to read the file, one can use page-down and page-up to navigate in the instruction file. Using <CTRL-Z> will terminate reading and return to the "OCLC error reporting" menu.

Selecting a form

Select the appropriate option by entering options "B", "D", "F", or "T". Each option will display a form that is very similar to the paper format. Once one of the above options is selected, the program will do the following:

- Copy the appropriate blank form to a file in the sys$scratchpad directory.
- Add "==> "OCLC_Symbol (Institution's Name)" in the "REPORTED BY (OCLC SYMBOL)" line. Presently the program adds "TXI (Southwest Texas State University)". However, the command file may be modified for any appropriate OCLC symbol and institution's name.
- Automatically read the list of library staff from a file called "lib_staff.dat" and fill in the proper name without the individual needing to enter it. Each record in this list is entered in the format shown in Table II.
- Add "==> {Full name (e-mail address) [Phone no]}" in the "SUBMITTED BY". e.g. ==> Sam A. Khosh-Khui (SK03@ADMIN.SWT.EDU)[512/245-2288]. Modify "Internet_address", and area_code in the command file to reflect appropriate address and phone number for your institution.
- Read system date and in the "DATE" line add: "==> mm/dd/yy" e.g. ==> 12/14/94."

Editing a form

To avoid changing the structure of blank formats, users are advised to use <CTRL-A> to change the keyboard from "Insert" mode to "Overstrike" mode. The status of the keyboard is always displayed on the "Status line" and <CTRL-Z> completes the editing session. When editing is completed, the following choices are available:

E = Edit.
R = Read.
S = Send.
X = Cancel.

Option "E" may be used if reediting of the form is necessary. If one performs more editing, the program will provide the above options at completion.

Using the "R" option allows one to proofread the completed form before sending it to OCLC. Page-up, Page-down, and Find keys are available during "Read" which facilitate navigation through the document. Using <CTRL-Z> will return the user to the above choices.

Option "X" may be used to cancel the selection. Doing so will lose any changes made on the blank form.

Table II How to enter a library staff record					
Fields columns	**Size**				**Comments**
User Name	1-4	4	5	1	Blank
First Name	6-25	20	26	1	Blank
Middle Initial	27	1	28	1	Blank
Last Name	29-48	20	49	1	Blank
Phone_number	49-57	8	"-"	Included	
USER FIRST NAME	M LAST_NAME		PHONE_NO		
e.g., SK03 Sam	A Khosh-Khui		245-2288		

Sending the form to OCLC

Choose "S" to send the completed form to OCLC. The accuracy of the form is the responsibility of the sender and this program is only to facilitate the filling out of the form and the sending process.

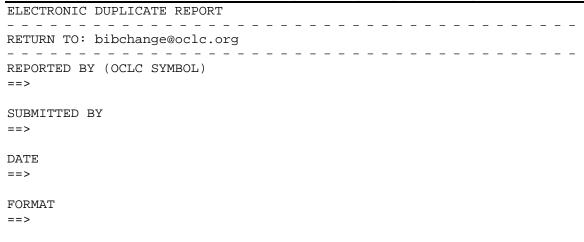We hope that using this menu will facilitate reporting and save time and money.

References

AMIGOS (1994), *Agenda & OCLC Connection*, No. October, pp.17.
OCLC (1994), *OCLC Bibliographic Formats and Standards*, 2nd, OCLC Online Computer Library Center, Dublin, OH, pp.51-63

Appendix 1: electronic bibliographic change report (bib.change.report)

```
ELECTRONIC BIBLIOGRAPHIC CHANGE REPORT
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
RETURN TO: bibchange@oclc.org
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
REPORTED BY (OCLC SYMBOL)
==>


SUBMITTED BY
==>


DATE
==>


FORMAT
==>

GIVE THE OCLC CONTROL NUMBER, IDENTIFY ERROR, and GIVE A BRIEF
DESCRIPTION OF THE REQUIRED
CORRECTION (repeat as necessary).
==>
```

Appendix 2: electronic duplicate report (dup. report)

```
ELECTRONIC DUPLICATE REPORT
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
RETURN TO: bibchange@oclc.org
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
REPORTED BY (OCLC SYMBOL)
==>

SUBMITTED BY
==>

DATE
==>

FORMAT
==>
```

Appendix 3: instructions for OCLC's electronic error/duplicate record reporting (bib. instructions)

INSTRUCTIONS FOR OCLC'S ELECTRONIC ERROR/DUPLICATE RECORD REPORTING

OCLC encourages members to report errors in the database such as:

- filing indicator changes;
- type code changes;
- name and subject corrections; and
- duplicates.

Your efforts in identifying and reporting needed corrections help in maintaining the quality of the online union catalog. Reports may be sent through the mail, by phone, or by the Internet. Follow these instructions for Internet reports.

Proof for the change can be the citation to the appropriate authority record(s) or other reference source. If proof requires a photocopy of the title page or other item, please do not send the report via Internet; rather, use the paper reporting forms.

Bibliographic change report form (file name = bib.change.report)
(1) Read each section and type the appropriate response next to the arrow ==>.
(2) In the "SUBMITTED BY" field, give the name of the person to whom questions should be referred.
(3) When submitting a list that has accumulated over a period, recheck the system to verify that the requested changes are still necessary.
(4) Refer to the "Bibliographic formats and standards" manual for guidelines of the types of errors that can be reported.
Note: OCLC reserves the right to process the requested changes at its discretion.
(5) Return the completed form via Internet E-mail, to: bibchange@oclc.org.

Appendix 4: electronic bibliographic change report
(oclc_bib_change_report. form)

```
FORMAT
==>
GIVE THE OCLC CONTROL NUMBER, IDENTIFY ERROR, and GIVE A BRIEF
DESCRIPTION OF THE REQUIRED CORRECTION (repeat as necessary).
==>
-----------------------------------------------------------------------
AUTHOR
(1xx)
-----------------------------------------------------------------------
TITLE
(245 $a)
-----------------------------------------------------------------------
FIELD    |FIXED FIELD CODE: |              |            |
         |----------------------------------------------------------
FIELD    |REQUESTED CHANGE: |              |            |
---------|-------------------------------------------------------------
LINE NO. |TEXT FROM RECORD:
         |
         |
---------|-------------------------------------------------------------
LINE NO. |TEXT FROM RECORD:
         |
         |
---------|-------------------------------------------------------------
TAG      |REQUESTED CHANGE:
         |
         |
-----------------------------------------------------------------------
```

Appendix 5: electronic duplicate report (oclc_dup_record_report.form)

```
FORMAT
==>
-----------------------------------------------------------------------
                      |         |  DUPLICATE RECORDS
                      |---------------------------------------------------
PREFERRED RECORD|
                      |    1    |    2    |    3    |    4
- - - - - - - - |- - - - - |- - - - - |- - - - - |- - - - -
                      |         |         |         |
- - - - - - - - |- - - - - |- - - - - |- - - - - |- - - - -
                      |         |         |         |
- - - - - - - - |- - - - - |- - - - - |- - - - - |- - - - -
                      |         |         |         |
- - - - - - - - |- - - - - |- - - - - |- - - - - |- - - - -
                      |         |         |         |
- - - - - - - - |- - - - - |- - - - - |- - - - - |- - - - -
                      |         |         |         |
-----------------------------------------------------------------------
```

Appendix 6: incorrect filing indicator report (oclc_filing_ind_report.form)

	OCLC CONTROL NUMBER	IF SERIALS PLEASE INDICATE	FIELD TAG	INCORRECT INDICATOR	CHANGE TO
1					
2					
3					
4					
5					

Appendix 7: type code change request (oclc_type_code_change_req.form)

	OCLC CONTROL NUMBER	INPUTTING LIBRARY	FROM TYPE	TO TYPE
1				
2				
3				
4				
5				

Appendix 8: OER.COM

```
$info:
$!    NAME:   OCLC ERROR REPORTING
$! COMMAND:   @OER.COM  (v.4.2)
$!  AUTHOR:   Sam A. Khosh-khui, Ph.D.
$!    DATE:   December, 1994
$!    SITE:   Southwest Texas State University, Alkek Library
$!    NOTE:   This program facilitates reporting OCLC error forms via internet
$!COPYRIGHT:
$!            This program may copied for by non commercial users provided that
$!            appropriate credit is given to the author.
$!
$blank_form_files:
$blank_form_B == "disk$b:[sk03.pubd.oclcd]oclc_bib_change_report.txt"
$blank_form_D == "disk$b:[sk03.pubd.oclcd]oclc_dup_record_report.txt"
$blank_form_F == "disk$b:[sk03.pubd.oclcd]oclc_filing_ind_report.txt"
$oclc_instr_file ==
"disk$b:[sk03.pubd.oclcd]oclc_error_report_instructions.txt"
$blank_form_T ==
"disk$b:[sk03.pubd.oclcd]oclc_type_code_change_req.txt"
$staff_file == "disk$b:[rr02.lupd]libg.dat"
$!
$definitions:
$ask        :== "read sys$command /time_out=200/error=errpass/prompt="
$ev_r       ==
"edit/tpu/command=disk$b:[sk03.comd]ez.tpu/nomodify/read_only"
$file_name  :== ""
$form_name  :== ""
$form_file  :== ""
$oclc_form  :== ""
$qm         :== """"
$report_name :== ""
```

```
$!
$constant_info:
$user_name    = f$user() - "[" - "]"
$day  = f$cvtime(,,"day")
$if f$extract(0,1,day)   .eqs. "0" then day = f$extract(1,1,day)
$month = f$cvtime(,,"month")
$if f$extract(0,1,month) .eqs. "0" then month = f$extract(1,1,month)
$year = f$cvtime(,,"year")
$date =  month+"/"+day+"/"+year
$!
$open_staff_info_file:
$open/read staff_list 'staff_file
$!
$!Each line of the record looks like the following:
$!FIRST NAME     MIDDLE N.    LAST_NAME             USER_NAME  PHONE_NO
$!Sam            A            Khosh-Khui            SK03       218 2288
$!
$read_staff_info_file:
$read/end_of_file=close_staff_info_file staff_list staff_record
$if f$extract(48,4,staff_record) .eqs. ""+user_name
$then                OCLC ERROR REPORTING"
$write sys$output "tract(0,15,staff_record)
$first_name  = f$edit(first_name,   "trim,compress")
$middle_name = f$edit($middle_name, "trim,compress")
$last_name   = f$edit(last_name,    "trim,compress")
$write sy B    Bibliographic Record Change Request"
$write sy D    Duplicate Record Report"    mpress")
$write sy F    Filing Indicator Report"   = middle_name+"."
$write sy T    Type Code Change Request" rd)
$write sy I    OCLC's Instructions For Error Reporting"
$write sys$output "ct(57,4,staff_record)
$phone_no X    Cancel/Return to Previous Menu"
$ask " =  first_name+" "+middle_name+" "+last_name
$goto close_staff_info_file
$endif
$goto read_staff_info_file
$!
$close_staff_info_file:
$close staff_list
$!
Please Enter Your Choice and Press RETURN>>" choice
$choice = f$edit(choice, "trim,compress,upcase")
$if choice .eqs. "B"
$then
$file_name = ""+blank_form_B
$report_name = "           ELECTRONIC BIBLIOGRAPHIC CHANGE REPORT"
$form_name   = ""
$oclc_form = "OCLC Bibliographic Record Change Request"
$form_file = "sys$scratch:oclc_bib_change_report.form"
$goto make_oclc_form
$endif
$!
$if choice .eqs. "D"
$then
$file_name = ""+blank_form_D
$report_name = "            ELECTRONIC DUPLICATE REPORT"
$form_name   = ""
```

```
$oclc_form = "OCLC Duplicate Record Report"
$form_file = "sys$scratch:oclc_dup_record_report.form"
$goto make_oclc_form
$endif
$!
$if choice .eqs. "F"
$then
$file_name = ""+blank_form_F
$report_name = "            ELECTRONIC BIBLIOGRAPHIC CHANGE REPORT"
$form_name   = "            (INCORRECT FILING INDICATOR REPORT)"
$form_file = "sys$scratch:oclc_filing_ind_report.form"
$oclc_form = "OCLC Incorrect Filing Indicator Report"
$goto make_oclc_form
$endif
$!
$if choice .eqs. "I" then goto oclc_instructions
$if choice .eqs. "T"
$then
$file_name = ""+blank_form_T
$report_name = "            ELECTRONIC BIBLIOGRAPHIC CHANGE REPORT"
$form_name   = "                (TYPE CODE CHANGE REQUEST)"
$oclc_form = "OCLC Type Code Change Request"
$form_file = "sys$scratch:oclc_type_code_change_req.form"
$goto make_oclc_form
Incorrect Choice"
$goto oclc_error_report_menu
$!f choice .eqs. "X" then exit
$oclc_instructions:
$assign/use sys$command sys$input
$edit/tpu/nomodify/read_only 'oclc_instr_file
$goto oclc_error_report_menu
$!
Working ..."orm:
$create 'form_file
$open/write form_file 'form_file
$write form_file ""
$write form_file ""
$write form_file ""+report_name
$write form_file ""+form_name
$write form_file ""
$line = "------------------------------------------------------------"
$write form_file ""+line
$write form_file "RETURN TO: bibchange@oclc.org"
$write form_file ""+line
$write form_file ""
$write form_file "REPORTED BY:"
$write form_file ""
$write form_file "==> TXI (Southwest Texas State University)"
$write form_file ""
$write form_file "SUBMITTED BY:"
$write form_file ""
$write form_file "==> "+name+" ("+user_name+"@swt.edu) ["+phone_no+"]"
$write form_file ""
$write form_file "DATE"
$write form_file ""
$write form_file "==> "+date
$!
```

```
$open_oclc_form_file:
$open/read form_lines 'file_name
$!
$read_oclc_form_file:
$read/end_of_file=close_form_file form_lines form_record
$write form_file ""+form_record
$goto read_oclc_form_file
$close_form_file:
$close form_file
$close form_lines
$!
$edit_oclc_form:
E = Edit    R = Read    S = Send    X = Cancel"
$resp = ""'form_file
$ask "
Enter Your Choice>>" resp
$resp = f$edit(resp, "trim,compress,upcase")
$!rite sys$output "
$test_edit_form_choices:
$if resp .eqs. "E" then goto edit_oclc_form
Incorrect Choice"  then goto read_oclc_form
$goto edit_form_choices  oto send_oclc_form
$if resp .eqs. "X" then goto delete_oclc_file
$delete_oclc_file:"
$delete/nolog/noconfirm sys$scratch:oclc*.*;*
$form_file = ""
$goto oclc_error_report_menu
$!
$read_oclc_form:
$assign/use sys$command sys$input
$ev_r 'form_file
"+oclc_form+" Mailed to: "+oclc_address
$delete/nolog/noconfirm sys$scratch:oclc*.*;*
$ask "oclc_form:
$oclc_address =      "in%"+qm+"bibchange@oclc.org"+qm
$!oclc_address =      "in%"+qm+"sk03@swt.edu"+qm
$!
$create_user_dist_list:
$create sys$scratch:oclc_user.dis
$open/write oclc_file sys$scratch:oclc_user.dis
$write oclc_file ""+oclc_address+""
Working ..."file
Please Press <RETURN> to Continue ..." ret
$goto oclc_error_report_menuch:oclc_user" /subject='subj
```