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Grey Literature Management at Southern Illinois University Edwardsville (SIUE) Library, USA: A Macarthur Foundation Grant Research Project

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Introduction

Universities are relied on for education, training and manpower development and research for socio-economic development of any nation. For Universities to meet up with the onerous responsibility, they need to provide strong literature support to the teaching, learning, research and community development activities. The unit of the university responsible for the provision, management and dissemination of information to support the effective and expeditious attainment of the objectives of the university is its library. It is pertinent to state that the increase in the volume of literature in the library collection has been occurring at an exponential rate in this information age century. Nevertheless, many University Libraries globally are beset with dearth of information resources especially in the professions and local content. This is due to the fact that in the field of librarianship and information science generally, there has been an out cry for literatures in quest of people utilitarian. While relief has come to some of the libraries through computerization and internet connectivity, there is still the pressing need to more effectively manage Grey Literature for higher education and research as they are often not accessible on the web.

Grey literature(GL) is from a broader term ephemera which is defined as a collective name given to material which carries a verbal or illustrative processes, but not in the standard book, pamphlet or periodical format (Makepeace,1985). Examples of ephamera are calendars, clippings, company reports, guides, information leaflets, menus, newsletters, newspapers, press release, and society ephemera. The acceptance of the collective term GL dates to the York Seminar of 1978 (Gibb G.M and Philip E.1989), which was a milestone in its development. It was clearly recognized that GL was in fact, a primary information source, the seminar resulted in the creation of the System for Information on Grey Literature in Europe (SIGLE)database, which was initially supported by the European Economic Community (EEC) and is now managed by the European Association for Grey Literature.

There are divergence of opinion regarding to the definition of GL. Moahi (1995) defined Grey Literature as "material that is not commercially published and therefore not to be found in the normal channels associated with commercially published literature". Grey Literature includes research reports, reports of meetings, conferences, seminars and workshops, students' projects, theses and dissertations, in-house publications of associations and organizations and all forms of government publications including legislative materials, budgets and development plans. Augur (1989), citing Debachere defined Grey Literature as a term used variably by the intelligence community, librarians, and medical and research professionals to refer to a body of materials that cannot be found easily through conventional channels such as publishers, but which is frequently original and usually recent.

Library of Congress subject Headings (LCSH) defined GL as "reports, thesis, conference papers, translations of limited circulation and government documents. Wood (1984) cited in Kwafo-Akolo(1995)described GL as "the material which is not available through the normal book selling. Sala(1995) describes GL as the documents that are not available through the conventional commercial distribution channels and therefore difficult to identify and obtain. The Russian National Public Library for science and technology views GL as a publications of limited circulation(under 1500 copies) issued by minor publishing houses that is hardly accessible.

In summary GL can be referred to as unpopular but precious semi published information materials with very limited circulation which are not usually accessible through the normal commercial book channels such as publishers catalogue and book shops.

Grey materials have a tremendous benefit not only to the users and authoritarian organizations, but also to the society at large. Auger,C.P (1994) noted that GL offer a number of advantages over other means of dissemination, including greater speed, greater flexibility and the opportunity to go into considerable detail if necessary. white papers (which is a type of GL) often contain useful findings based on surveys, interviews, and other forms of original research, and business white paper can be a valuable source of information to librarians and business practitioners (Juricek,John Eric 2009).

GL also provides current information and facts on various topics. (Aina, 2004) Stated that "Conventionally, grey literature in terms of its usage and function can be classified as reference sources that are considered occasionally for the provision of information and facts on a variety of topics, at users request. They provide background information on any topic, as well as current information. However because of the importance of these reference materials they are usually separated from the regular non-fiction books". Evans(1995) is of the opinion that as the result and aspiration from library users who are anxious to make sense of the present, worried about future and hungry about information of the past, the only way to satisfy the hunger is to provide these patrons with information so that they can plan for the future ,come to grip with the past and make positive changes here in the present, and this can only be achieved by adequately providing GL in the library. Another important reason for storage, preservation and dissemination of GL is the fact that users cannot rely solely on commercial avenues for vital information as most of the available information through books selling and distribution channels have been distorted and even some of these materials are quite expensive for average user to acquire.

In a research conducted by Aina(1992) cited by kwafo-Akoto(1995) the result of the analysis of development of literature produced in Botswana over a 3-year period showed that GL constituted 98% of all the development literature produced in South Africa. This reveals the role of GL in national development.

This proves that GL, when effectively harnessed and utilized, is Sine qua-non to knowledge and development of any nation. From the study conducted by Bichtler(1991) grey literature was an important component of the information used by geoscientists. As research into the potential of karst for benefit or hazard to humanity intensifies, information integration and linkages promoting collaboration and connectivity among scientists, decision-makers, educators, and the general public are essential. Chavez, Perrault, and Reehling (2006) reported in their findings that Karst researchers are faced with three inextricably related challenges one of them is obtaining and preserving "grey" karst information sources. Irwin Weintraub (2000) asserts that, "In a world in which free trade and instantaneous communication have eliminated many of the barriers to information flow, grey literature is gaining greater importance as a source of information for much of the world's population. Grey material is an indispensable resource for an informed and enlightened public and will undoubtedly continue to serve as a necessary supplement to journal literature well into the future."

When viewed against the background of the importance of Grey Literature in the socio-cultural and economic development of any nation, the dire need to manage and disseminate Grey Literature effectively by the University libraries becomes glaring.

Unfortunately, many information professionals shy away from integrating GL into their collection as a result of varied challenges associated with GL handling, such as problem of acquisition, organization, storage/preservation ,availability and access. For instance . Kebede (1995) states that GL constitutes a substantial proportion of indigenous documentary information resources in Africa (that means that most indigenous information in Africa appear in the form of GL), and Aina opines that one would expect this type of important literature to be prevalent in most African Libraries but the reversed is the case. In agreement with this statement Sturges and Neil (1990) lamented that most of these publications do not appear in most African national bibliographies.

The challenges stem from the distinguishing characteristics of GL, such as limited print runs, poor publicity, poor bibliographic control, usually flimsy or insubstantial, transient, availability depends on where produced, by whom, for what purpose and where available and so acquisition, storage, classification and cataloguing may not fall within the accepted methods. This research seeks to address and to resolve some of the challenges in grey literature management.

The main objective of this work is to identify how GL is being managed with the aid of ICTs for higher education and research at the Southern Illinois University Edwardsville Lovejoy Library. The specific objectives include: a. Procedures for GL organization. b. challenges and solutions to the problems associated with GL handling for easy access. The rest of this work is divided into 5. sections , section 1. is methodology,2. Deals with the Background information of the library (Lovejoy Library), section 3. Procedures for the organization of a genre of grey material: Government Document, section 4. Cataloging of Thesis (a type of grey material) and the challenges with solutions, section 5. Discussions, conclusion and recommendation.

Research Methodology

The researcher made use of Southern Illinois University Edwardsville Library USA. The reason being that the library is Information technology compliance and a repository centre not only to faculty publications but also for government information resources. The study adopted survey method. Observation, participation and interview instruments were used for the work. The researcher organized interview sections with the librarians; who are in charge of thesis and dissertations, government information and special collections. The work involved the researcher's practical work with these librarians and general observation on how Grey Literature is being managed especially with the aid of ICTs in Southern Illinois University library.

Background information of the library: Under background information of the library, the historical overview of the library and the organizational chart will be highlighted.

Historical Overview of Lovejoy Library

The Southern Illinois University Edwardsville (SIUE) was established in 1957 (Steve Kerber, 2010).

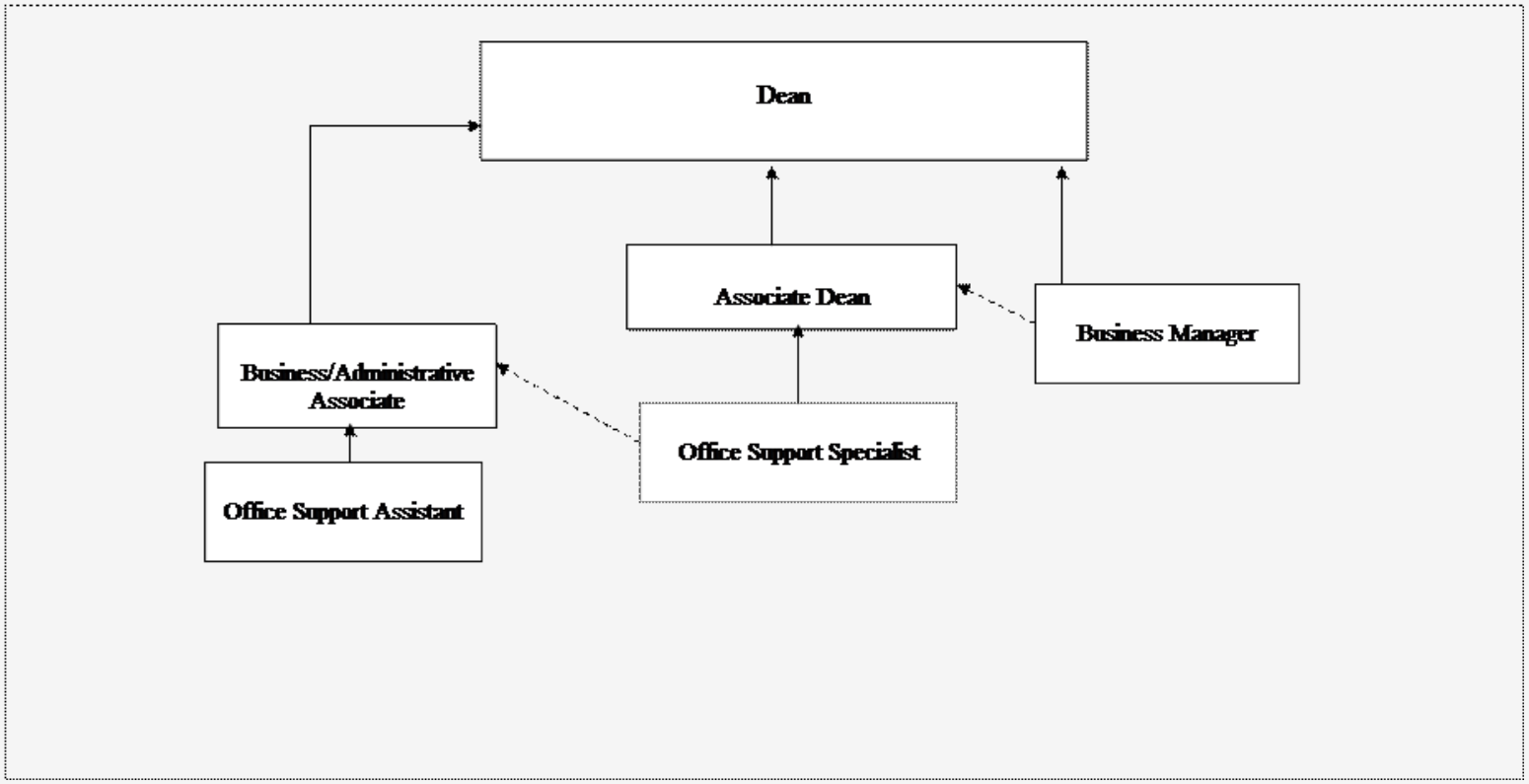
The need to provide students and faculty members with excellent library resources was an SIUE priority since the foundation of the University. Library materials and services were made available at both the Alton and the East St. Louis residence centers from the beginning of the inaugural 1957-58 school year. Being persuaded by the importance of academic libraries to teaching and research, the Dean of Instruction William Going soon established a library liaison committee under the chairmanship of Dr. Eric Sturley. This was proceeded by centralized ordering and cataloguing of materials for the two residence center libraries in July 1959. Dr. Frederick A. Forrest (appointed as the new Coordinator of Libraries) hired a young technical services librarian named Eugene Herscher to assist him and in November 1959, the library acquisitions and cataloguing functions moved from East St. Louis to a tract house on the Edwardsville property. The construction of the Edwardsville campus was delayed by the university administration for two-and- half years following the passage of the State Universities Bond Issue in November 1960 because Madison County had no zoning restrictions. Finally, on February 20, 1963, under sustained pressure from the university, the Madison County Board of Supervisors adopted a zoning ordinance. The same day, an invitation went out for bids on the first two Edwardsville campus structures—a library and a classroom building. A ceremonial groundbreaking event took place on May 2, 1963 and the excavation for the library and classroom buildings began in June 1963.

Although construction work had been delayed, but the planning for the Edwardsville campus had begun in 1959 and continued even as the struggle to obtain zoning dragged on. The university purchased the Wagner Electric complex in Edwardsville on October 3, 1963 to serve as a staging area for campus construction. When a decision was made to offer university evening classes during the Fall 1964--Spring 1965 quarters at the new Edwardsville Junior High School, John Abbott proposed a two-phase plan first to establish public services and second to move technical services from the tract house to the Wagner complex. Classes began on the Edwardsville campus on September 23, 1965, in the still-incomplete Lovejoy Library and John Mason Peck buildings. As the university got underway, library activities occupied the first and second floors of the library building. The basement of the library, however, contained not only a huge Food Service area featuring numerous vending machines and a separate faculty dining area, but also Textbook Rental, Audio- Visual Services, and Health Services, as well as a lavatory equipped with showers for student-athletes. The third floor housed the library's Technical Services unit, but also the Dean of Students, Student Government, the Religious Council, Housing, Student Employment, faculty offices, and a faculty lounge.

Innitally,for security purposes, access to the library building first and second floors were kept separated from the basement and third floors. Visitors could only reach the third floor by entering the library basement. Visitors might ascend from the basement to the third floor by stairway from the Peck entrance, by stairway from the loading dock entrance, or by elevator. However movement between the first and second floors was not restricted. Series of events celebrating the dedication of the new campus began with a major ceremony on the first floor of Lovejoy Library on May 13, 1966. The dedication festivities featured a concert by the symphonic band, a procession of the faculty in full academic regalia, and numerous speeches including an address prepared by Governor Otto Kerner but delivered by John Randleman.(Steve Kerber,2010).

SIUE Library and Information Services

Library Administration Organizational Chart



Organization of Government Documents at Lovejoy Library

Government information materials at Lovejoy Library are acquired through repository and gifts method (requesting from other libraries). This aspect of GL is managed by Government Information and Cartography Resources Librarian with a team of other Librarians and paraprofessional/support staff. As soon as the documents are acquired, various decisions are taken.The decisions taken include: Routing type, Binding type, and Cataloguing decision (see fig.1: U.S Document Decision).Taking decisions in the management of Government documents is quit challenging because wrong decisions leads to misplacement of documents and so they become very difficult to retrieve when needed. To enhance appropriate and accurate decisions, the decisions taken are typed out as slip and placed on the shelve, where newly acquired documents(docs) are kept before cataloging, and the document Librarian is solemnly responsible for the major decisions taken in the organization of government document.

Lovejoy Library adopted a workflow for Federal Documents in the organization of their government docs. Fig.2 is the "peoples' responsibilities in Federal Documents" . Binding procedures and routine work peculiar togovernment documents are part of the activities that are peculiar to government document management. Before 2003, all US Documents were classed using Superintendent of Document (SuDocs) in Lovejoy Library. The library started classifying some (not all) Documents(Doc) using Library of congress(LC) in 2003.The procedures involved in the management of these documents is varied and tasking but the secret to success here is team work and exercise of professional knowledge and experience.

Figure1. US DOCUMENTS DECISIONS (typed out as slip and placed on the shelf, where newly acquired documents(docs) are kept before cataloging).

____ RUSH

ROUTING TYPE

____ monograph (print, microfiche)

____ serial/periodical (print, microfiche)

____ map

____ CD-ROM/DVD, VHS

____ ephemera

____ poster

Other: _____

BINDING TYPE

____ DO NOT BIND

____ KAPCO

____ In-house (PAM)

____ Mylar (Vinabind)

____ Commercial (Class A)

____ Use your best judgment on how to bind

Special request: _____

CATALOGING

____ DO NOT CATALOG

____ Book Collection (LC)

____ Reference Book Collection (LC)

____ Reference BC latest only

____ Reference BC latest ___(yrs)

____ Reference BC latest ___(yrs), and next to latest ___(yrs) in stacks

____ Map Collection

____ CD-ROM/DVD Micro (LC)

____ Curriculum Collection (LC)

____ Journal Collection

____ US Document (SuDocs)

____ US Document Index (SuDocs)

____ US Document Index (LC)

____ US Document Microfiche (SuDocs)

____ Storage

____ Catalog for _____

____ Added location

____ Request exempt

Supersedes: _____

Withdraw: _____

NOTES

Figure 2. Responsibilities of Staff in Federal Docs

Student worker	- opens the boxes, check-in documents, put SuDocs number on all documents (new procedure) -puts documents on the review shelf for Document Librarian to review. reshelves Documents Collection (SuDocs) and Maps.
Documents Librarian	-gets documents from the Student worker ,reviews the documents, does current awareness service, makes binding, cataloging, shelving decisions (routing slip), puts documents on the shelf for Terry to pick up. -on a limited basis, requests cataloguer to make a record for web-only documents
Paraprofessional Staff	-takes the documents from Document Librarian shelf and distributes to: staff; A,B,C and D, also makes claims relabeling, sees to Docs Collection, shelf maintenance (shifting with help from Circ if needed) -reshelves Documents Collection (SuDocs) and Maps, supervises student workers, assists in weeding, offers lists, deletions from Voyager

Staff A.position	-Precataloging on worksheet for Staff B, preorder searching, and distributes documents to: Staff B.
Staff B.	-gets documents from staff A, catalog monographs, including print and microfiche; sometimes original cataloging, assigns LC class;catalogue Librarian double checks -adds URL from record or linked record to our record, distributes documents to catalogue Librarian
Staff C. position	-gets documents, catalog maps, CD-ROMs/DVDs, floppy and VHS -Then distributes documents to: the catalogue Librarians working on solutions to backlog.
Staff D.	-separates the periodicals and the serials and sends to the periodicals section. -checks in serials on Voyager acquisitions module. (This would be materials for the Book Collection, Reference, etc. but not for the Journal collection.) -stamps, puts on call number, distributes documents to: four staff: three support staff and catalogue Librarian
Support staff 1.	-gets documents from: bindery, check in periodicals (defined as anything in the Journal collection and distributes documents to Circulation
Support staff 2.	-gets documents from: binding, summary holdings for journals, holdings for microfiche -catalogs video and DVDs and then distributes documents
Support staff 3.	-gets documents from: Bindery ,bar code, finish call number, supersession, distributes documents to: Bindery
Catalogue Librarian	- catalog new serials and new periodicals (all formats), does title changes -distributes documents.
Another support staff4.	-gets documents from: almost everybody, do labeling, binding and distributes documents
Support staff 5.	-gets documents , distributes documents to: Binding, shelves
Support staff 6.	-gets documents , (re)shelve microfiche, CD-ROMs/DVDs, andtypes offers lists
Support staff7.	-gets documents , reshelve Book Collection, Storage, Journals, Reference

Binding Procedures/decisions –

If a document has a CD-ROM. The default for the Documents Collection (classed SuDocs) is for the CD-ROM to be in a pocket of the document. The default for the stacks (LC classed) is that the CD-ROM resides at Circulation.

Old Serial Set volumes, especially leather bound.

Routing

Cataloged materials from the Library of Congress go to the support staff. They will eventually end up in the conference room, P.L. slip laws go to staff D, Congressional hearings, reports, documents, prints all go to Staff B. because they are usually monographic and Journals and serials in microfiche go to Staff D. also who will then route as needed.

The Document Librarian sends all cataloged items to Binding and Processing for processing. The items are processed per the procedures manual then routed to the appropriate persons.

Cataloging of Theses: Challenges and Solutions

The organization of theses and other faculty works in Lovejoy Library is done electronically through cataloguing and classification in the same way books are catalogued. The software in use at Lovejoy Library is Voyager cataloguing system. Cataloguing of thesis in this library is done by Catalog and Metadata Librarian. Below is the summary of the procedures in cataloguing thesis and the challenges/solutions to the problems. Included is a sample record in OCLC (which was created in OCLC and exported to the Voyager system).

· All SIUE theses require original cataloging in OCLC

o The bibliographic record is created in OCLC and exported to the Voyager cataloging system

· First step in the process is to do authority work for the author

o Must first find the authorized form of the author's name – This can be challenging because the thesis is usually the first published work by the author – 99% of the time the author will not be in the Library of Congress authority file. To solve this problem:

o Since the name is not in the LC authority file, authority work must be done by the cataloger to establish the authorized form of the name.

o Search the OCLC database to see if the name is unique. Often the name used on the thesis is only the first and last name, sometimes with an initial. If after searching the OCLC database it is determined that the name used on the thesis is unique the name is established as found on the thesis.

§ If the name is not unique further investigation must be done. This is done by contacting the enrollment office and finding out the student's full name and sometimes birth date.

§ Using this information the cataloger determines the authorized form of the name.

· Library of Congress subject headings must be determined

o Survey the thesis to determine the subjects – this can be tricky if it is a very specialized topic

o Can examine the bibliography to get ideas for subjects

o Can search the OCLC database for items on similar topics to see what subject headings were assigned to those items

o After determining possible subject headings, they must be verified in the Library of Congress subject authority file

· Classification numbers are not assigned to theses, rather an accession number with a prefix .

o An example of this is: MAST 4200

· At SIUE a template has been developed in OCLC that are used for all local theses.

o This template fills in fields that are used in every record; e.g. 500, 502, 533, 504, and save time when creating the original record

· After the original record is created in OCLC it is imported into SIUE Library Voyager cataloging system and a holding record and an item record is created.

A field is added locally to each record for the Department that the thesis was created for. This is not standard cataloging practice, but rather there is a feeling that this is important for SIUE Library patrons to be able to find all the theses generated by a particular department.

A Sample Thesis Bibliographic Record in OCLC (Record was created in OCLC and exported to the Voyager system)

Sample record in the Voyager Cataloging System (Imported from OCLC)

Public display in OPAC

DISCUSSION,CONCLUSION AND RECOMMENDATION

Grey materials at the Southern Illinois Library are acquired mainly through repository and gifts methods. They are integrated into some sections of the library and handled by a team of librarians and other support staff including those involved in the organization of special collections like documents, music and institutional repository materials e.g. Thesis and faculty works.

This arrangement is in consideration of grey peculiar nature. There is one basic issue about GL, and that is organizing them and making them accessible to users are very challenging. At the Southern Illinois Library, virtually all resources are organized electronically with voyager software.GL is not an exception, they are equally organized same way. Organization of GL slightly differs with the different categories of Gl. For instance, while special works by organizations or individuals follow similar procedures to that of books in their organization, work like government report does not rigidly follow cataloguing and classification rules, but some kind of decisions will have to be taken, e.g binding decision (if ephemeral there is no need for cataloguing them rather they are shelved straight away after the printing out of the call number).

Generally in the organization of GL, the librarian often gets challenged especially in the area of assigning imprints and subjects to works like thesis, however these problems are usually overcome by applying similar steps as stated in the procedures for cataloguing thesis above, also brainstorming and the application of both intellectual and professional skills of the librarian is required. An important alternative to solving this problem is team work and networking with librarians within the library and other librarians outside, that handle similar works. In addition, cataloguing of grey materials should be done with much care and consideration, patience and flexibility, bearing in mind that the decision taken at the point of organizing these resources will make a difference between whether the resources will be accessed and optimally utilized by the end users, or lost "forever" in the mist of huge library collection.

Furthermore, to enhance better organization, availability, access and utilization of GL, librarians should be selective in what they accept as gifts and repository materials.

Although grey materials are acquired mainly through repository and gifts in Lovejoy Library, but there is a policy in Lovejoy Library regarding to what to take and what to leave out. And this policy is objectively implemented. This is necessitated by the fact that the library is limited in space, staff and facilities and so cannot stock every information material, rather in trying to gather "all" a library may end up gathering nothing for the users. Some libraries have problem with GL management because the Librarians accept everything given to them.

This point underscores the need for specialization in library practice. Lovejoy Library librarians are assigned primarily to, and accountable for specific resources of the library. For instance there are government information and cartographic librarian that handles government publications and ephemerals, users' education librarian with primary assignment of organizing classes for users to make sure that they are quite aware of and up to date in their knowledge of how to access and fully utilize library resources amongst others. In comparison to Nigeria and many other developing countries, a librarian is often saddled with various aspects of librarianship at a time. Many a time a librarian combines the office of a cataloguer with that of collection development, serials management, and other library routine activities. Suffice to say that this does not make for concentration, perfection and discovery of new ideas and knowledge that will propel the profession forward and also enhance the effective management of GL and other information resources. Specialization should be encouraged in libraries. There should be a different librarian managing specific works like thesis/dissertations, documents, faculty publications etc. This will enhance the librarians' efficiency and thoroughness. It will invariably lead to better access and utilization of library resources for societal development and better life for the people on the long run .Its only at this point that there will be better understanding and appreciation of librarians and libraries.

RECOMMENDATIONS

Team work and Networking should be emphasized in librarianship, and practically demonstrated amongst librarians and libraries. This should not just be at the level of exchange of materials but in exchange of ideas and brainstorming to address issues/challenges and seek lasting solutions to Librarianship problems. For instance during the researchers practical work with the catalogue Librarians they were able to come up with cooperate catalogue rational decisions which if ordinarily handled by one Librarian would have taken much longer time to achieve or even might end up in the wrong decision.

Librarians should come to terms with their strong and weak areas in librarianship without insecurity, so as to concentrate fully, primarily on the aspect of librarianship they can do better, and leave others to some other people.

To alleviate this problem, the staffing situation in libraries need to be improved. When a library is under staffed the librarians are compelled to take up so many responsibilities at the detriment of their efficiency in their primary assignment. For proper management of grey and other library resources, different staff with varied skills is required as could be seen in the findings. Furthermore staff training and development should be upheld for maximum input and staff competency in their areas of specialized assignment. Lovejoy Library regularly organize in-house and outside seminars, workshops and conferences. Strategic amongst these are the econferences/lectures held regularly in the conference room of the library, for each section of the library which help to enrich the library staff and furnish them with the update of information in their fields.

Finally, in case a library does not have a specific policy governing the acquisition of GL, a policy should be drawn to specify what should be accepted or rejected in terms of gifts and depository materials. However, where there are existing policies on ground, such policies should be implemented and objectively reviewed from time to time in order to align with the changing needs of the users and the global current trends/issues and technological evolution.

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