

## Glossary of Assessment and Related Terms

<b>Acquisitions</b>	Refers to the department responsible for and activities related to obtaining library materials by purchase, exchange, or gift, including pre-order bibliographic searching, ordering and receiving materials, processing invoices, and the maintenance of the necessary records related to acquisitions.(ALA Glossary)
<b>Aggregator</b>	A type of vendor that hosts content from multiple publishers, delivers content direct to customers, and is paid for this service by customers. ( <i>Counter Code of Practice</i> — <a href="http://www.projectcounter.org/">http://www.projectcounter.org/</a> )
<b>Archives</b>	University Archives—the department responsible for preserving the publications and records of Case Western Reserve University.
<b>ARL</b>	Association of Research Libraries—a nonprofit organization of 123 research libraries at comprehensive, research-extensive institutions in the U.S. and Canada that share similar research missions, aspirations, and achievements ( <a href="http://www.arl.org/">http://www.arl.org/</a> ).
<b>Bibliographic Record</b>	Information which identifies and describes an item in the collection, in a catalog, or on the Web. Also, called Bib record or Bib identification.
<b>CaseLearns</b>	An information and technology literacy program designed by the Kelvin Smith Library for Case Western Reserve University students, staff, and faculty.
<b>CRL</b>	Center for Research Libraries—a consortium of North American universities, colleges and independent research libraries. The consortium acquires and preserves newspapers, journals, documents, archives, and other traditional and digital resources for research and teaching. These resources are then made available to member institutions cooperatively, through interlibrary loan and electronic delivery ( <a href="http://www.crl.edu/">http://www.crl.edu/</a> ).
<b>Circulation</b>	Refers to the activities associated with the lending of library materials (books, videos, DVDs, etc.) to library patrons.
<b>Collection Management</b>	The department and activities associated with planning, acquiring, and managing a balanced collection of library materials of many formats, including books, periodicals, online resources, and other media.
<b>COUNTER/Project Counter</b>	<i>Counting Online Usage of Networked Electronic Resources</i> —provides an international set of standards and protocols governing the recording and reporting of online usage data ( <a href="http://www.projectcounter.org/">http://www.projectcounter.org/</a> ).
<b>CPL@KSL-Case</b>	Cleveland Public Library (CPL) at Kelvin Smith Library (KSL)—Case (Case Western Reserve University) refers to a collection of leisure materials (popular books, magazines, audio books) made available to Case users through a partnership between KSL and CPL.
<b>Database</b>	A searchable collection of data or records, usually computerized for easy access. The Case libraries provide access to several hundred research databases, many of which include the full text of journal and newspaper articles.
<b>Download</b>	Refers to an item in electronic format (full text article, TOC, abstract, chapter, citation, etc.) that may be saved to a computer, storage device, or printed by a user. See also <i>Streaming Content</i> .
<b>e-Journal</b>	Electronic journal—a digitized or online version of a printed journal.
<b>e-Reserves</b>	Electronic course reserves—a password protected system that allows students enrolled in a course to access an instructor's course readings over the Internet.

<b>Electronic Resources</b>	Internet-based or online versions of print journals, newspapers, magazines, books, manuals, and other materials.
<b>Freedman Center</b>	A digital library, language learning, and multimedia service center at the Kelvin Smith Library.
<b>Gate Count</b>	The number of people exiting through the main library exit.
<b>GIS</b>	Geographical Information System—integrates hardware, software, and data for capturing, managing, analyzing, and displaying all forms of geographically referenced information.
<b>Government Documents</b>	United States Government publications—the Kelvin Smith Library has been a congressionally designated federal depository for United States Government publications since 1913.
<b>Hit</b>	Refers to an action that takes place each time an online file is requested by a user; e.g., journal article, abstract, image file.
<b>Information Literacy</b>	The set of skills needed to find, retrieve, analyze, and use information effectively ( <a href="http://www.ala.org/ala/acrl/acrlissues/acrlinfolit/informationliteracy.cfm">http://www.ala.org/ala/acrl/acrlissues/acrlinfolit/informationliteracy.cfm</a> ).
<b>ILL</b>	Interlibrary loan—a cooperative arrangement between libraries that allows a user of one library to borrow items (books, videos, DVDs, etc.) owned by another library.
<b>Item (electronic)</b>	A uniquely identifiable piece of work published electronically that may be original, or a digest, or a review of another published work ( <a href="http://www.projectcounter.org/">http://www.projectcounter.org/</a> ).
<b>LibQUAL+</b>	A suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries. The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library ( <a href="http://www.libqual.org/">http://www.libqual.org/</a> ).
<b>Metadata</b>	“Metadata is structured information that describes, explains, locates, or otherwise makes it easier to retrieve, use, or manage an information resource. Metadata is often called data about data or information about information... In the library environment, metadata is commonly used for any formal scheme of resource description, applying to any type of object, digital or non-digital. Traditional library cataloging is a form of metadata; MARC 21 and the rule sets used with it, such as AACR2, are metadata standards.” For an extended definition and examples see— Understanding Metadata – NISO, 2004 <a href="http://www.niso.org/publications/press/UnderstandingMetadata.pdf">http://www.niso.org/publications/press/UnderstandingMetadata.pdf</a>
<b>MARC</b>	Machine-readable Cataloging--an international standard format for the arrangement of cataloging information so that it can be stored and retrieved using computer tapes.
<b>OCLC</b>	Online Computer Library Center—founded in 1967, OCLC is a nonprofit, membership, computer library service and research organization that facilitates access to information in more than 69,000 libraries in 112 countries and territories around the world. These libraries use OCLC services to locate, acquire, catalog, lend and preserve library materials.
<b>OPAC</b>	Online Public Access Catalog—a computerized catalog of books and other items in the library.
<b>OhioLINK</b>	The Ohio Library and Information Network—a consortium of Ohio college and university libraries and the State Library of Ohio, that serves more than 600,000 students, faculty, and staff at 87 institutions. OhioLINK's membership includes 16 public/research universities, 23 community/technical colleges, 47 private colleges and the State Library of Ohio. <i>OhioLINK Glossary</i> -- <a href="http://www.ohiolink.edu/">http://www.ohiolink.edu/</a>
<b>OHIONET</b>	A library service organization for Ohio libraries. One function is to serve as broker of OCLC services within Ohio. OHIONET also serves as the billing agency for "pay-to-play" resources selected by OhioLINK and negotiated by either OhioLINK or OHIONET.

<b>OLinks</b>	An OhioLINK Web service that accepts requests for article or book citations and determines the availability of the item to that user. OLinks searches within OhioLINK full text collections, the library's electronic collections, and the library's catalog.
<b>Pay to Play (PTP)</b>	Refers to online resources for which consortium prices are negotiated by OhioLINK or OHIONET, but libraries must pay individually for access— <a href="http://www.ohiolink.edu/ostaff/Glossary.html">http://www.ohiolink.edu/ostaff/Glossary.html</a>
<b>Preservation</b>	Activities associated with maintaining library, archival or museum materials for use, either in original physical form or in some other format. Preservation is a broader term than conservation: conservation activities form part of a total preservation program. Preservation includes both activities taken to repair or treat damaged materials (retrospective) and activities taken to prevent or delay material becoming damaged (preventive preservation). (National Library of Australia: <a href="http://www.nla.gov.au/chg/gloss.html">http://www.nla.gov.au/chg/gloss.html</a> )
<b>Project Counter</b>	See COUNTER.
<b>RRCC</b>	Retrospective Research Collections Center—a Kelvin Smith Library site that stores and disseminates information resources of historical value.
<b>Reference Services</b>	A variety of activities provided by librarians that include patron consultation, teaching, research assistance, collection development support, and information literacy and research instruction.
<b>Search</b>	A specific intellectual query, typically equated to submitting a search form to an online service.
<b>Session</b>	A successful request of an online service. It is one cycle of user activities that typically starts when a user connects to the service or database and ends by terminating activity that is either explicit (by leaving the service through exit or logout) or implicit (timeout due to user inactivity)—Project Counter
<b>Special Collections</b>	The department that contains the rare books, manuscripts, and unique collections of the Kelvin Smith Library.
<b>Streaming Content</b>	Content on the Internet or other network that is video or audio that is partially downloaded and then played as the remainder of the file is being downloaded. Streaming content enables users to get access to files quickly and not have to wait until the file has completely downloaded. Often, if a user has a fast enough connection, he or she can watch and/or listen to content a few seconds after clicking a link.
<b>Subscriber (online)</b>	A library that pays a vendor in advance for online access to a specified range of the vendor's services and/or content for a pre-determined period of time and subject to terms and conditions agreed with the vendor.
<b>SUSHI</b>	The <i>Standardized Usage Statistics Harvesting Initiative Protocol</i> standard (ANSI/NISO Z39.93) defines an automated request and response model for the harvesting of electronic resource usage data utilizing a Web services framework. It is intended to replace the time-consuming user-mediated collection of usage data reports— <a href="http://www.niso.org/workrooms/sushi">http://www.niso.org/workrooms/sushi</a>