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AICPA Library of Record Project Plan

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AICPA LIBRARY OF RECORD PROJECT PLAN

Prepared by Linda Pierce

Executive Summary

The Knowledge Management (KM) Team recommends that the “Library of Record” be maintained by AICPA

- to support customer service and sales by functioning as a resource for
 - AICPA Member Satisfaction inquiries*
 - AICPA staff developing new publications
- to preserve its own history
- to create an archive of its publications

Phase 1. Determine scope of the AICPA Library of Record & estimate space required to house it

It is estimated that the AICPA Library of Record will comprise, as of 6-1-01, roughly 11,000 cataloged AICPA books and pamphlets, plus uncataloged AICPA periodicals, transcripts, and comment letters, and that it will require just over 1000 linear feet of storage space in total.

Phase 2: Relocate and consolidate the AICPA Library of Record

The AICPA Library of Record is being assembled from the onsite and offsite portions of the library collection and consolidated within the Knowledge Center during the Spring of 2001, as detailed in the Relocation of Library Collection Project Plan prepared by Cynthia Hiris.

Phase 3: Create a Database for the AICPA Library of Record

A database has been created for the AICPA Library of Record that is now 90-95% populated. AICPA staff will be able to search the database via the intranet for AICPA publications by author, title and subject.

Phase 4: Maintain the AICPA Library of Record into the future

The AICPA Library of Record should not only be preserved but also grown, if it is to continue to have meaning and value. The KM Team recommends that the Library of Record be organized and maintained by two Knowledge Center staff comprising the Library of Record Team.

* The KM Team has historically answered customer questions regarding whether an AICPA publication will meet their information needs. As more AICPA publications become available electronically, MemSat and customers will be able to perform their own research. As long as the AICPA produces a significant number of print publications, this valuable sales support function is necessary.

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Background

Serving as the “Library of Record” is one of the key initiatives on which the AICPA Knowledge Center has focused since 1999, following the recommendations of consultants from PricewaterhouseCoopers (PwC) engaged by AICPA in November 1998.

In August 2000, authorized by the AICPA Foundation, an RFP was issued by AICPA for the donation and relocation of the “Library of the Profession”—which was distinguished from the “Library of Record”—to a university. The target date for the transfer of the “Library of the Profession” was set at June 1, 2001.

Purpose

The Knowledge Management (KM) Team recommends that the “Library of Record” be maintained by AICPA

- to support customer service and sales by functioning as a resource for
 - AICPA Member Satisfaction inquiries*
 - AICPA staff developing new publications
- to preserve its own history
- to create an archive of its publications

Definition of the “AICPA Library of Record”

- All authoritative literature promulgated by the AICPA and its antecedent organizations as originally published and as subsequently compiled, plus any interpretive documents and implementation guides issued by the Institute
- All other documents published by AICPA and its antecedents, whether solely or jointly with other organizations, including but not limited to the CPA exam; committee handbooks; bylaws, rules of conduct and ethics; AICPA newsletters and other periodicals; committee reports; papers; brochures; etc.
- Any and all other unpublished documents (such as speeches or letters) prepared by AICPA or its antecedents and cataloged in the collection of the AICPA library
- AICPA open meetings papers, comment letters, and Council meeting transcripts

To preserve the AICPA Library of Record, the Institute will retain two copies of all the above items, except for the AICPA open meetings papers, comment letters, and Council meeting transcripts, which will be retained exclusively by AICPA.

The AICPA open meetings papers, comment letters, and Council meeting transcripts have always been archived in the library and have never been part of the *cataloged* library collection, nor have they ever been permitted to circulate from the library. They exist in only one copy, which the KM Team believes is sufficient at the present time.

* The KM Team has historically answered customer questions regarding whether an AICPA publication will meet their information needs. As more AICPA publications become available electronically, MemSat and customers will be able to perform their own research. As long as the AICPA produces a significant number of print publications, this valuable sales support function is necessary.

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Phase 1. Determine scope of the AICPA Library of Record & estimate space required to house it

It is estimated that the AICPA Library of Record will comprise, as of 6-1-01, 5500+/- cataloged books and pamphlets, in two copies each or 11,000+/- items, requiring 920+/- linear feet of storage space. In addition, AICPA periodicals not classed as pamphlets will require an estimated 80+/- linear feet, and the AICPA open meetings papers, comment letters and Council meeting transcripts will require 40+/- linear feet, bringing the total to roughly 1040 linear feet required to house the AICPA Library of Record, without allowing for future growth.

Phase 2: Relocate and consolidate the AICPA Library of Record

The AICPA Library of Record is being assembled from the onsite and offsite portions of the library collection and consolidated within the Knowledge Center during the Spring of 2001, as detailed in the Relocation of Library Collection Project Plan prepared by Cynthia Hiris.

Phase 3: Create a Database for the AICPA Library of Record

It will be to AICPA's advantage going forward to have its own database access--searchable by citation, content and subject--to the AICPA Library of Record, the Institute's publications collected by the library from 1918 to date. Attached in an appendix below are the details of this phase of the project.

Phase 4: Maintain the AICPA Library of Record into the future

If the preservation of the AICPA Library of Record is to continue to have meaning and value, it must be maintained into the future.

We recommend that the Library of Record be organized, maintained and grown by two experienced Knowledge Center librarians who would:

- assiduously acquire two copies of every AICPA book, pamphlet and periodical
- ensure that AICPA open meetings papers, comment letters, and Council meeting transcripts are archived within the Library of Record
- actively conserve the AICPA Library of Record
- maintain the AICPA Library of Record database
- catalog, index, and enter future AICPA publications into the Library of Record database so that they may be retrieved by citation and content
- provide AICPA staff with search access to the AICPA Library of Record database

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- provide AICPA staff with short-term physical access to items in the Library of Record by means of loans or photocopies
- assist AICPA Member Satisfaction (MemSat) to successfully fulfill members' requests for current AICPA publications

Exemplifying support provided to MemSat to assist the customer, KM librarians often

- consult the table of contents or other source within the item to help the customer determine whether the contents will suit their needs
- confirm the identity of a publication to help the customer recognize it is the one sought
- verify that certain wording or text is contained within the publication.

In other words, to bring about a sale and generate goodwill as well as revenue, the KM librarians support MemSat when the customer needs more information about a product than the product description can provide or than the customer service representative can retrieve. We can do this because we have first-hand, tangible experience and knowledge of these publications, which are at hand for us to consult, and because we have an excellent database.

Based on our past experience in assisting MemSat, we estimate that we now support 6 calls per day in this manner, or 1560 calls per year. If we conservatively estimate that half result in sales—there is presently no way to track this, using the current average dollar amount of \$165 in sales per telephone order, we would assist in generating \$128,700 in revenue.

Additionally, the KM Library of Record Team will support sales and revenue by continuing to provide AICPA staff developing new publications with immediate, onsite access to desired predecessor publications, most often prior audit and accounting guides, audit risk alerts and checklists. We also provide source materials to the staff to be photographed for inclusion in videocourses under development.

Future Open Issues

The Knowledge Management Team proposes that the Library of Record Team:

1. work with the appropriate cross-functional teams to integrate indexing of new AICPA publications into the product life cycle
2. work with the appropriate cross-functional teams to maintain an archive of those AICPA publications that are available solely in electronic format.

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APPENDIX TO PHASE 3

Create a Database for the AICPA Library of Record: Breakdown of Action Steps

| Objective | Actions | Who | When | Status |
|--|--|--|-----------------------------------|---|
| Create a bibliographic database specifically for the AICPA Library of Record (LOR DB) | Spin off a database definition--with minor modifications as required--from the current library catalog database (AILIB) on the STAR system | Sue Bolmer (SB), with advisory support from Linda Pierce (LP) | Target date of readiness: 11/1/00 | <i>Done</i> Total records in LOR DB as of 5/17/01: 5209 |
| Populate the LOR database with 1974 to current AICPA book & pamphlet records (approx. total: 3500+) | Globally cross load records from the 3 catalog databases in initial "big chunks", identifying records by means of saved searches used to estimate scope of LOR. Set up a mechanism for subsequent periodic cross-loads until the current "AILIB" database is frozen. | SB, with advisory support from LP | Begin 12/00 | <i>Done</i> Total records cross-loaded as of 5/9/01: 3507 The mechanism has been set up for cross-loading future AICPA records into LOR DB. |
| Expedite entry of pre-'74 records by providing multiple sets of copy. | Photocopy AICPA/AIA etc. main entry cards in the <u>1960 & Prior Card Catalog</u> . Photocopy AICPA/AIA etc. entries in '61-'62 thru '73 <u>Accountants' Indexes</u> . | EM began copying cards ½ hr./day starting 10/23/00; AR to assist if necessary. | Target completion date: 12/1/00 | <i>Done</i> |
| Populate the LOR database with pre-'74 records (rough est.: 2000) | •Make use of cataloging already done for readily identifiable AICPA pubns.—cataloging with copy, a "quick win"—by 1. keyboarding from AICPA/AIA etc. main entry cards in <u>1960 & Prior Card Catalog</u> : an est. 750 titles 2. keyboarding from AICPA/AIA etc. main entries in the <u>Accountants' Index</u> from '61-'62 thru '73 3. Use printout of "quick- | Adrian Rivera (AR) 2-3 hrs./day; Leonora LaMantia (LL) 1-2 hrs./day; SB & LP. | Begin week of 11/6/00. | Action 1. <i>Done</i> Action 2. <i>Done</i> Total records input (mostly as a result of Actions 1 & 2) |

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| | win" records entered in LOR DB to compare against assembled AICPA materials pulled from Iron Mt. boxes 4.Catalog & input from original pubns.—more difficult and time-consuming than cataloging with copy— <i>only</i> for the balance of pre-'74 AICPA titles remaining after the "quick-wins" are input. | | | as of 5/9/01: 1681 Action 3. <i>In progress</i> Planning & testing phase began 3/01. Active comparison checks began 4/01 and continue. Action 4. <i>In progress</i> |
| Evaluate Livelink as a platform for the LOR database. | Test demo version of OpenText BASIS catalog database. Research its cost and analyze its functionality as a platform for the AICPA staff to access the LOR database. | LP and SB | 2Q2001 | <i>In progress</i> |
| Create a serials database specifically for AICPA periodicals holdings. | Spin off a database definition--with minor modifications as required--from the current library Serials database on the STAR system. | SB, with advisory support from LP | Target date of readiness: 2Q2001 | <i>In progress</i> |
| Populate the AICPA Serials database with 1980s to current records | Globally cross load records from parent Serials DB. | SB | 2Q2001 | <i>Planning underway</i> |
| Populate the AICPA Serials database with pre-'80s records | Input holdings from relevant cards in Kardex. | AR &/or LL; Pat Meyer (PM) to assist in identifying source material. | 2Q2001 | <i>In progress</i> |