22 January 2009

Next Generation Technical Services (NextGen TS or NGTS)

Next Generation Technical Services is an initiative developed by the University Librarians and SOPAG.

Background

As an outgrowth of the UC Libraries Bibliographic Services Task Force (BSTF) Report, the UC Libraries are involved in a strategic partnership with OCLC to develop Next Generation Melvyl to transform the user experience by re-architecting the systemwide OPAC and enhancing search and retrieval.

Now that this partnership is well underway, it is timely to move technical services operations to the network level and to pursue a transformative approach to the "backend" infrastructure needed to support the user discovery experience that is being developed as Next Generation Melvyl. Advances in vendor services and library tools create the opportunity to achieve significant savings and efficiencies in technical services operations by taking an integrated approach to all aspects of technical services, acquisitions, cataloging, and relevant functions of collection management. The opportunity is here to develop Next Generation Technical Services for the UC Libraries.

Rationale

It is critical to begin development of Next Generation Technical Services now. Both user expectations and financial realities make it imperative that we maximize the efficiency and effectiveness of our processes for exposing and delivering UC library collections in their full depth and breadth. Development of Next Generation Technical Services will:

1. position UC Libraries to successfully support Next Generation Melvyl and to address the "backend" recommendations in the BSTF Report
2. seize the opportunity to seamlessly shift OCLC's attention from WorldCat Local to technical services operations
3. build on past successful UC Libraries collaborative efforts in technical services (e.g., Shared Cataloging Program and CDL Acquisitions)
4. leverage scarce staff expertise within UC
5. expand technical services staff expertise and experience beyond MARC-based formats
6. build capacity to pursue UC-wide projects that require technical services expertise and experience (e.g. UC-wide digital collection)

Framework

An Executive Team and a Steering Team will guide and support the development of Next Generation Technical Services.

The Steering Team will call upon the UC Heads of Technical Services (HOTS), its common interest groups (CAMCIG, ACIG), and the Shared Cataloging Program Advisory Committee to play lead roles in Next Generation Technical Services tasks. Other SOPAG all-campus groups and their common interest groups will be consulted and will contribute to these efforts as appropriate.

The Next Generation Technical Services initiative has two major components that will be pursued simultaneously:

1. focus on the big picture to envision and develop the future for technical services within the UC Libraries
2. implement smaller pilot projects as test beds and complete tasks which further the goal of the UC Libraries to develop integrated and collaborative technical services operations

The prevailing philosophy for groups with assignments for Next Generation Technical Services should be "how we will do" tasks that transform technical services operations (rather than "should we do").

Executive Team

The Executive Team is charged by the University Librarians to guide the Steering Team, to make resource allocation and other higher-level decisions, to provide progress reports to the University Librarians, and to develop needed policy for approval by the University Librarians. The following individuals were appointed to the Executive Team at the joint ULs and SOPAG meeting on November 21, 2008:

- Bruce Miller, Chair (University Librarian, UC Merced)
- Laine Farley (Executive Director, CDL)
- Brian Schottlaender (University Librarian, UCSD)
- Ginny Steel (University Librarian, UCSC)
- Martha Hruska (UCSD, chair of Steering Team)

Steering Team: Charge

The Steering Team is charged to develop a framework for the next three to five years for Next Generation Technical Services for the UC Libraries. The Steering Team will:

- address the broad transformative changes that will move technical services to the network level and that will reap the benefits of collaborative technical services
- identify areas of coordination and collaboration among the UC Libraries technical services operations

- quickly implement identified "low-hanging fruit" changes (with approval from the Executive Team)

Initial planning by the Steering Team should be guided by *Appendix: Adopting UC-wide Collaborative Approaches to Technical Services—SOPAG Discussion Paper*.

The Steering Team reports to the Executive Team. The Steering Team will provide reports, updates, timelines, and deliverables as outlined by the Executive Team. Timeframes will be constructed to address both low-hanging fruit and big-picture ideas with sufficient milestones and checkpoints to assess the viability of continuing the Next Generation Technical Services approach. The Steering Team has general oversight for Next Generation Technical Services projects undertaken by SOPAG, ACGs, CIGs, ad hoc task groups, and consultants.

Steering Team: Membership

The following individuals have been appointed by the Executive Team to the Steering Team.

- Martha Hruska (AUL Collection Services, UCSD, chair)
- Jim Dooley (Head, Collection Services, UC Merced)
- Emily Stambaugh (Shared Print Manager, CDL)
- Carol Hughes (AUL, Public Services, UC Irvine)

Steering Team Consultants: The Steering Team will appoint Consultants as additional members of the Team. Steering Team Consultants will be individuals who represent additional specific expertise and who have contacts with key stakeholders and influential thought leaders. Steering Team Consultants will have ready access to appropriate Steering Team documentation and information.

Steering Team and Next Generation Melvyl Implementation Team: It is critical to have close coordination, collaboration, and communication with the Next Generation Melvyl Implementation Team to ensure that decisions and actions taken by the Next Generation Technical Services Steering Team and Next Generation Melvyl Implementation Team are mutually supportive of each other's strategies and goals. The Steering Team is charged to include the Chair of the Next Generation Melvyl Implementation Team chair as a key consultant. The Steering Team is charged to ensure effective communication between the two groups by all reasonable means, e.g., the exchange of minutes, periodic joint conference calls, shared virtual collaborative space, etc.

Role of SOPAG, ACGs, and CIGs: The Steering Team will call upon the UC Libraries Heads of Technical Services (HOTS), its common interest groups (CAMCIG, ACIG), and the Shared Cataloging Program Advisory Committee to play lead roles in Next Generation Technical Services tasks. The Steering Team may form ad hoc task groups from UC Libraries and CDL staff for specific short-lived projects in consultation with the Executive Team. SOPAG, ACGs, and CIGs will be consulted and will participate as needed. In all cases, the Steering Committee will use the confirmation process with supervisors that was established for the Next Generation

Melvyl Pilot. Attention will be given to carefully managing the limited amount of time that staff can devote to these systemwide activities.

Sample Activities and Issues that the Steering Team Should Undertake

1. Assist the Next-Gen Melvyl Implementation Team and campuses with reclamation and LHR creation and batch loading activities required for the effective implementation of Next-Gen Melvyl.
2. Work with OCLC to identify, create, enhance, and test the tools required to implement cataloging at the network level.
3. Make recommendations for implementing a collaborative model for technical services, identifying next steps and appropriate groups to carry out each step. Do collaborative technical services models depend on shared UC collections?
4. Identify the groups within UC libraries that need to be involved in formulating collaborative approaches to technical services and make recommendations on the role of each group. When should collaborative approaches to technical services operations be considered?
5. Outline various UC-wide collaborative approaches to technical services functions at the network level (acquisitions, cataloging, collection management) and provide recommendations on next steps.
6. Provide the cost-benefits of these various approaches. Identify the advantages and disadvantages of campus infrastructure vs. UC-wide infrastructure development (personnel, dollars, technology, policies, best practices).
    a. what role does collaboration/cooperation play for technical services?
    b. what economies (personnel, dollars, etc.) are sought?
7. Explore workflow, policies and best practices options for potential collaborative models.
8. Identify and evaluate various potential enablers, such as new tools and services, policies, and current initiatives within UC, which can help transform technical services.
9. Identify and recommend solutions for dealing with barriers to adoption of collaborative technical services.

Appendix: Adopting UC-wide Collaborative Approaches to Technical Services, SOPAG Discussion Paper. Prepared 27 July 2008, revised 20 August 2008 and 8 December 2008.