

Next-Generation Technical Services Power of Three Group 6 Final Report

Members: Vicki Grahame, UCI, SOPAG Sponsor; John Riemer (UCLA); Tony Harvell (UCSD); Michael Yonezawa, UCR, Project manager

The Power of Three (POT) 6 was charged to develop models for collaborative technical services operations for the UC system. As the first phase, POT6 assembled four Lightning Teams (LTs) to conduct surveys and gather valuable data on campus technical services operations and collections. The information gathered has helped POT6 and the Next-Generation Technical Services Management Team to identify a number of potential pilot projects with which to test and assess various models of UC collaboration.

POT6 Lightning Team 1A: Survey and Analyze Existing Shared Staffing Agreements

Members: Xiaoli Li, University of California, Davis (Convener); James Soe Nyun, University of California, San Diego; Manuel Urrizola, University of California, Riverside

LT1A was charged to identify and collect information for current and past arrangements that have involved shared technical services across multiple UC campuses as well as to identify noteworthy examples of such arrangements outside of UC.

A total of thirty-nine examples of such arrangements were identified and phone interviews were conducted with key contacts from about half of them. The report includes information on the scope of the projects undertaken, project planning and operations, and overall evaluation—the project’s strengths and weaknesses, and whether or not it was deemed successful.

Based on their interviews, the Lightning Team concluded that success of a service depends on attention to these critical factors:

- Sufficient planning early on is often key to a successful shared service; lack of planning usually led to pitfalls and hurdles to overcome.
- Timely communication kept providers and recipients of shared services on the same page and helped to clarify reporting mechanisms; lack of communication slowed down services or brought the service to a halt.
- Stable funding is necessary to the viability of any shared service, especially ongoing services; many of the shared services lacked stable funding.

Ultimately, the successful management of a shared service depends on supportive library administrations—not just economic support, but moral, cultural, and political support as well. The interviews and information collected about these arrangements will help in our selection of and implementation of pilot projects. <http://ucngts.tumblr.com/search/pot6>

POT6 Lightning Team 1B: Survey current and projected technical services staffing needs

Members: Michael Colby, UCD (convenor) Catherine Nelson, UCSB; Lai-Ying Hsiung, UCSC; Anneliese Taylor, UCSF

LT1B was charged to develop and conduct a survey of existing campus technical services staffing. In January 2012, a survey was sent to campuses to collect data on the level of technical services staff support across all UC campuses.

Campuses were asked to report the number of staff FTE associated with all technical services functions, irrespective of where they are performed. These functions included: selection, licensing, acquisitions, cataloging, preservation, and digitization.

Results indicated that staffing levels across all campuses were highest for Cataloging functions (204.3 FTE), followed by Acquisitions (127.5), Digitization and Preservation (40.8 each), and Licensing & E-Resources Management (25.4). N.B. As the survey was targeted to staff at campuses, FTE for the Shared Cataloging Program are not represented in the figures. To varying extents, non-MARC metadata, digital library project activity, and other new metadata roles have been incorporated into cataloging units and FTEs on campuses.

Campuses reported on the number of FTE with foreign language cataloging and non-book cataloging expertise. Collectively, the UC Libraries have cataloging expertise in a multiple of languages including: Spanish, Portuguese, French, German, Dutch, Flemish, Norwegian, Swedish, Danish, Icelandic, Frisian,. Russian, Polish , Czech, Chinese, Japanese and Korean, Arabic and many others. Additionally, UC have catalogers with expertise in non-book cataloging of many formats including maps, scores, videos and dvds.

As part of the survey, campuses were asked what skills they needed now. Commonly expressed skills included e-resources management, digitization management and preservation skills, archival and rare book management and preservation, batch data management, specialized cataloging, non-MARC metadata and metadata conversion and management.

When asked about what skills campuses anticipated needing in five years most mentioned digitization management and preservation, increasing non-MARC metadata expertise in numerous schema, standard vocabularies, programming, managing born digital resources, authority control, project management, training, data analysis, and batch record processes.

POT6 Lightning Team 1C: Identify tools to support technical services operations

Members: Ryan Finnerty, UCSD (Convenor); Lisa Mackinder, UCI; Lynne Cameron, CDL; Colleen Carlton, UCLA

LT1C was charged to gather information on the tools used by campus Technical Services operations.

The Lightning Team administered a survey organized by technical services area to collect information about the tools used to support technical services work. The survey was sent to campuses in January 2012.

The report from the LT provides an inventory of the tools used and attempts to highlight commonalities among campuses. These commonalities include:

Integrated Library System: One library uses Ex Libris Voyager, two use Ex Libris Aleph, and seven use III Millennium. After the survey we received word that one of the Millennium campuses, UC Merced, plans to switch to OCLC WorldShare Management Services in the coming year.

Selection, Acquisition: All 10 campuses use Gobi to select materials from vendor YBP. This is the only system identified for selection of materials that is used by all UC campuses. Other vendor systems that were used by a high number of campuses were Alibris, used by 8 campuses; EbscoNet and OttoSerials (Harrassowitz's interface for ordering serials), each used by 7 campuses; and Swetswise and Casalini Libri, each used by 5 campuses. Interestingly, 9 campuses also reported using Amazon to purchase library materials, presumably because traditional vendors are unable to supply a particular item and/or Amazon offers a better price. Although not reflected in the survey, UCSD is the only campus currently using WorldCat Selection Service.

Licensing: All 10 campuses use the CDL Model License when licensing electronic resources. This is the only identified licensing tool used by all UC campuses. Other tools that are used by a high number of campuses include the CDL Redacted Licenses and CDL Vendor Guidelines, each used by 9 campuses; SERU, used by 8 campuses; and a scanner and Adobe software, used by 7 and 5 campuses respectively.

Acquisitions: All 10 campuses use YBP's ftp site for downloading brief MARC records and/or invoices at the point of order or at the point of receipt. This is the only identified acquisitions tool used by all UC campuses. Other tools used by a high number of campuses include OCLC Connexion, used by 9 campuses; campus accounting software for accounts payable functions, used by 8 campuses; OCLC's Promptcat/Worldcat Partners site for downloading MARC records used by 6 campuses; and ISSN portal to verify ISSNs, an online currency converter and an ftp site to transfer data to campus accounting departments, each used by 5 campuses.

Authority Vendors: 7 campuses currently use an authority vendor: 3 use Backstage, 2 use LTI, and 2 use Marcive. One additional campus might begin using one soon.

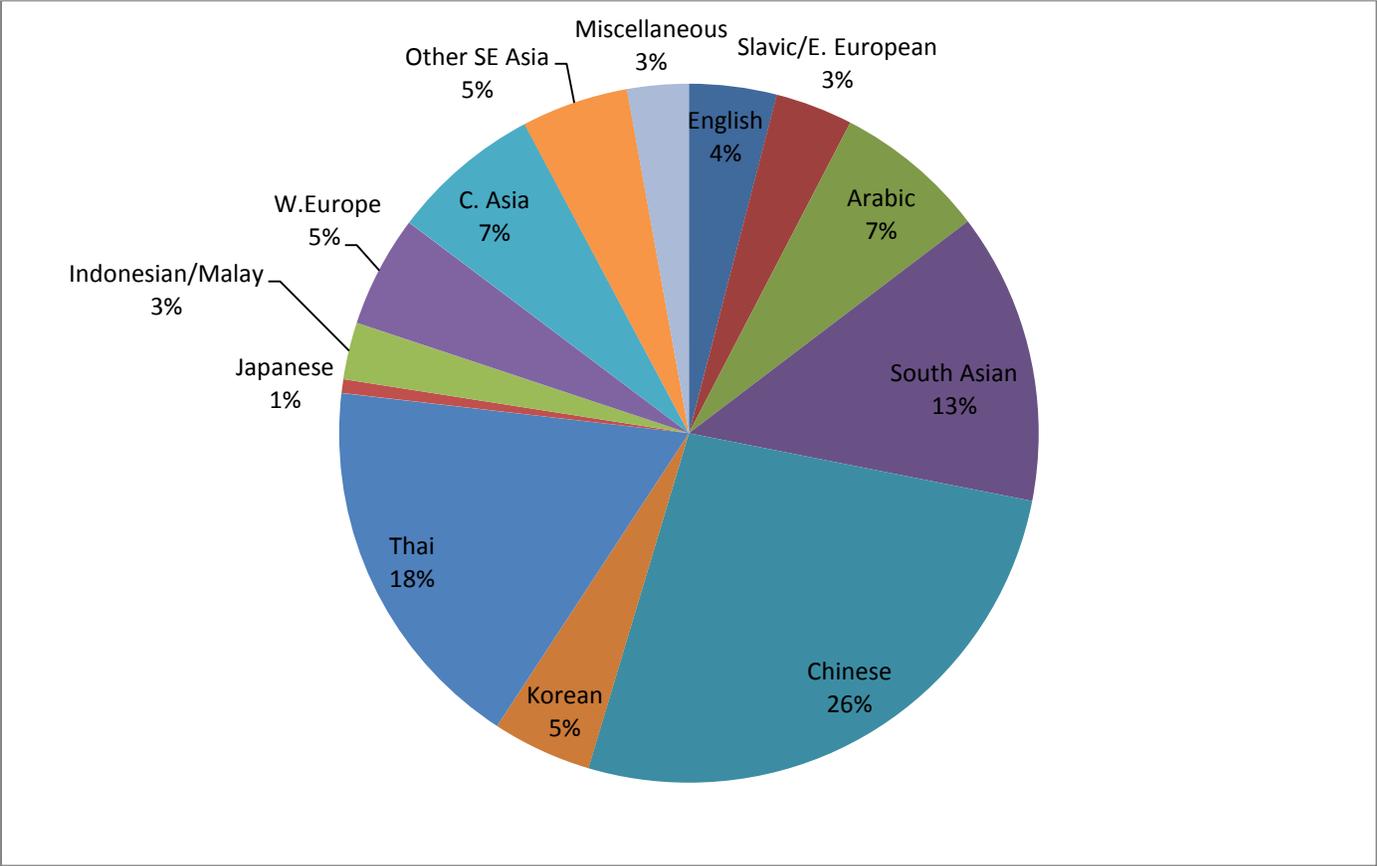
In addition to the inventory, the Lightning team report includes a number of follow-up suggestions and observations and notes that there are many tools used on one campus that could be useful to share UC- wide.

POT6 Lightning Team 2: Survey existing backlogs

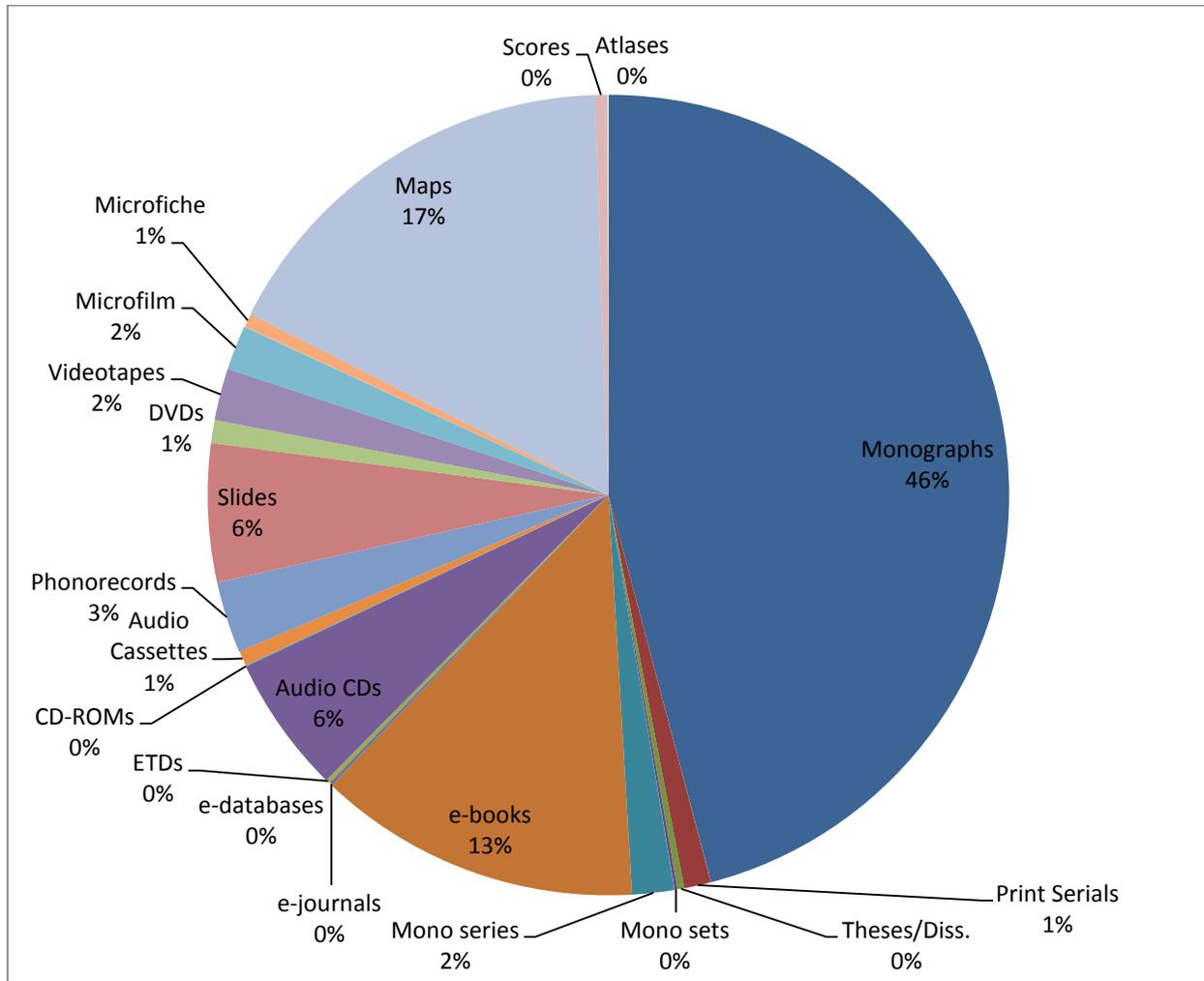
Members: Sharon Benamou, UCLA (Convenor); Sharon Scott,UCR; Elaine McCracken, UCSB; Becky Culbertson, CDL

LT2 was charged to evaluate and update a survey prepared by Heads of Technical Services (HOTS) in 2010 to identify the cataloging backlogs in UC Libraries. Lightning Team 2 designed and conducted a survey to identify the number of uncataloged and/or unprocessed monographs and serials, in all analog and digital format; materials destined for Special Collections as well as general collections in UC Libraries. The survey was sent to members of Cataloging and Metadata Common Interest Group (CAMCIG) in January, 2012.

UC Print Monograph Backlogs by Language (as of February 2012)



UC Backlogs by Format (as of February 2012)



Results reveal that general collection backlogs include material in more than 60 languages. The largest foreign language backlogs are Thai, Chinese, Arabic and other South Asian languages. There are also large backlogs of some non-print formats including maps, audio CDs slides and microfilm.

The survey also asked questions about why backlogs developed on individual campuses. Responses indicates that most of the backlogs require unique format or language expertise and accumulated because staff did not have the required language or format-specific expertise or that the staff with expertise left and were not replaced.

Special Collections Backlogs (as of February 2012)

Campuses reported that it was difficult for them to give thorough information on their various special collections areas. There are many reasons for this difficulty including the lack of in-process records for large portions of Special collections materials, the nature of the material, and the difficulty of counting material housed in boxes, etc.

Regardless, the campuses reported on those resources that they could count. The largest backlogs consist of for slides (515,335), print monographs (172,284) and phonorecords (150,800), and print serials (30,838). In addition, several campuses reported photograph backlogs numbering in the millions.

