



CDL Review

Overview Prepared for
March 16, 2011
SLASIAC Meeting

Context

- The budget crisis affecting the University of California (UC) has resulted in the many divisions, departments and units that comprise, or are affiliated with, UC to evaluate current operations and identify ways to improve efficiency and quality of service. The University Libraries and California Digital Library (CDL) are similarly under pressure to maximize the efficient use of library resources.
- As such, the leadership of the CDL would like to understand what customers value in the services provided by CDL and identify ways to enhance or increase the value of services delivered to its customers. Key questions that CDL would like to answer include:
 - What value does CDL currently provide to the University?
 - Are there CDL services that do not add value to the University?
 - Is CDL positioned to serve the future needs of the University?
 - What course corrections should CDL make to meet the service needs of its customers?
 - What are the trade-offs of pursuing a new direction?

Approach

- Review Steering Committee: charged to review the results of data collection, validate themes, confirm and prioritize recommendations.
- Consultant Mary Beth Baker engaged to direct the review process.

- Self Assessment written by CDL: reviewed by the Steering Committee and consultant Baker.
- Interviews and focus groups: conducted by Baker with the Review Steering Committee
 - University Librarians
 - Senior library managers represented on the Systemwide Operations and Planning Group
 - UCOP and campus stakeholders representing IT, educational technology, research, publishing
 - CDL leadership and staff
- To understand CDL's position in the national landscape, Baker and members of the Steering Committee conducted a series of interviews with five peer organizations.

Interviewees

- *Steering Committee*
 - Shane Butler, UCLA, Humanities faculty
 - Jim Davis, UCLA, Vice Provost, Information Technology
 - Eric Kansa, UCB Information Sciences faculty
 - Clifford Lynch, Director, Coalition for Networked Information and adjunct professor at UCB, School of Information
 - Brian Schottlaender, UCSD University Librarian
 - Ginny Steel, UCSC University Librarian
 - Michael Yonezawa, member of CDL's Digital Library Services Advisory Group (DLSAG) , Reference Librarian, UCR and President of the Librarians Association of UC (LAUC)

Interviewees

- *UCOP*
 - Dan Greenstein, Academic Planning, Programs and Coordination
 - Bill Tucker, Executive Director, Innovation Alliances and Services, Office of Research and Graduate Studies
 - Paul Weiss, CIO, Information Resources and Communication
- *UC Press*
 - Beki Simon
 - Laura Cerruti
- *Campus University Librarians (not on Steering Committee)*
 - Thomas Leonard, UCB
 - Helen Henry and Gail Yokote (former acting co-librarians, UCD)
 - Gary Strong, UCLA
 - Gerald Lowell, UCI
 - Sherry DeDecker and Lucia Snowhill, Acting Co-librarians, UCSB
 - Ruth Jackson, UCR
 - Bruce Miller, UCM
 - Karen Butter, UCSF
- *Faculty*
 - Rich Schneider, UCSF Medical Sciences
 - Jim Hunt, UCB Engineering
- *Educational Technology and DLSAG member*
 - Mara Hancock, UCB
- *Systemwide Operations and Planning Group (SOPAG)*
 - Bernie Hurley, UCB
 - Gail Yokote, UCD
 - Deb Sunday, UCI
 - Susan Parker, UCLA
 - Donald Barclay, UCM
 - Lucia Snowhill, UCSB
 - Elizabeth Cowell, UCSC
 - Luc DeClerc, UCSD
 - Gail Persily, UCSF
 - Diane Bisom, UCR

Interviewees

- *Peer Institution Interviewees:* Steering Committee members participated in these interviews with the consultant
 - Bob Horton, Minnesota Historical Society
 - Karla Hahn Streib, Association of Research Libraries
 - Paula Kaufman, University of Illinois at Urbana-Champaign
 - Sayeed Choudhury, Johns Hopkins University
 - Jim Mullins, Purdue University

Status

- Draft report
 - Reviewed by Steering Committee
 - Revisions in process
- Advance Findings: letter sent by Steering Committee to D. Greenstein and L. Pitts, 3/7/11
- Final report: expected by end of March/early April
 - Consultant will review report with D. Greenstein and L. Farley
 - Additional distribution TBD