

The UC Libraries “Next Generation Technical Services” (NGTS) Initiative

Prepared for SLASAC Meeting

April 30, 2012

Introduction

Next-Generation Technical Services (NGTS) is an initiative that was developed by the UC Libraries as an outgrowth of the UC Libraries Bibliographic Services Task Force (BSTF) Report to complement work being done to upgrade the systemwide union catalog. *Technical services* can briefly be described as the acquisition, organization, and preparation of library materials for patron use, including identification, selection, cataloging, classification, digitizing and preservation. NGTS is intended to redesign technical services workflows across the full range of library formats in order to take advantage of new systemwide capabilities and tools, minimize redundant activities, improve efficiency, and foster innovation in collection development and management for the benefit of UC library users.

The Council of University Librarians (CoUL) has designated the Systemwide Operations and Planning Advisory Group (SOPAG) as the group responsible for overseeing implementation of the recommendations as prioritized by CoUL.

NGTS Goals

- Cooperative Collection Development

Develop a system-wide view of collections that would allow libraries to develop richer collections and to leverage selector expertise. Consider and propose actions that balance increased efficiencies of centralized collection development with more diverse multi-campus collection development.

- Collaborative Technical Services

Develop the standards, policies, and practices (including the technical issues, human resources, and other factors) that will move UC libraries toward integrated technical services expertise and operations.

- Collaborative Digital Initiatives

Develop policies and practices and implement the technical infrastructure to provide for collaborative UC digital services.

- Financial and Technical infrastructure

Develop a fiscal framework for system-wide collaboration. Implement an integrated technical infrastructure to facilitate these collaborations.

Central Concepts

The following concepts were identified as central to the NGTS implementation:

- Transformation is an evolving, phased process, with occasional big leaps.
- Cost savings and cost avoidance are strategic.
- The current focus is on implementation and action vs. more study.

- Quick wins early and often are essential.
- Continuous vetting happens throughout the process and at all levels (upward, lateral, etc.) to keep all informed and to minimize "surprises."
- Communication plans provide timely and consistent messaging.
- Draw members from existing ACGs ("All Campus Groups") and other groups, and leverage local experts for system-wide benefit.
- Continuously assess, revise, and adjust the NGTS implementation framework.

NGTS Implementation

"Power-of-Three" (POT) Groups	Lightning Teams (as of 4/27/12) <ul style="list-style-type: none"> • Created for specific, well-defined tasks, based on information or action needed from the POT. • Anticipated to be short-term or quick turn around. • Composed of appropriate individuals, taking into account UC location/geography (north, south); campus size; decision authority; and expertise. • Limited number of members, actual size and composition determined by the scope of the task.
POT 1: Build the system-wide infrastructure for digital collections. Representatives from: CDL, UCSF, UCSD, UCLA, UCR, UCI.	LT1.A: DAMS with Discovery & Delivery requirements gathering LT3.A: Identify/analyze existing collections LT3.B: Evaluate WorldCat Local LT3.C: Evaluate crawlers LT5.B: Rights management framework
POT 2: Transform cataloging practices. Representatives from: UCB, UCSD, UCSB.	LT2.1.1: Environmental scan of current shelf-ready environment LT2.1.2: UC Physical Processing Specifications
POT 3: Accelerate processing of archival and manuscript collections. Representatives from: UCSD, UCD, UCI, CDL.	LT1: Deploy Archivists' Toolkit system-wide LT2: Develop MPLP implementation manual LT3: Establish minimal collection record specification
POT 4: Simplify the recharge process. Representatives from: UCSB, UCD, CDL.	LT1: Assess current deposit process
POT 5: Maximize the effectiveness of Shared Cataloging. Representatives from: UCB, UCSD, UCSC, UCSF.	LT1: Recommendation on record distribution to campuses

<p>POT 6: Develop system-wide Collections Services Operations.</p> <p>Representatives from UCI, UCSD, UCLA, UCR.</p>	<p>LT1a: Inventory cooperative arrangements</p> <p>LT1b: Inventory campus Technical Services staffing</p> <p>LT1c: Survey Technical Services tools</p> <p>LT2: Survey cataloging and processing backlogs</p>
<p>POT 7: Transform collection development practices.</p> <p>Representatives from UCD, UCLA, UCM, UCI.</p>	

NGTS Timeline (partial; as of March 15, 2012)

April – June 2012

Submit DAMS (digital asset management system) requirements for sign-off. (POT 1)

Submit Shelf-Ready plan. (POT 2)

Submit bibliographic record standard. (POT 2)

Submit recommendations regarding systemwide use of the Archivists' Toolkit. (POT 3)

Minimal collection-level record specification for materials described using archival control. (POT 3)

Completed report with recommendation regarding decision to continue or halt SCP record distribution to campus OPACS. (POT 5)

Identify existing agreements that will serve as pilot projects. Selection and approval of 4-6 pilot projects for shared technical services. (POT 6)

Identify shared print pilot projects to test assessment metrics. (POT 7)

July – September 2012

Determine if there is an existing product that meets the DAMS requirements. Present recommendation on acquire vs. build with request for resources (personnel, hardware, possible licensing fees) relative to building a DAMS. (POT 1)

Assessment to determine the effectiveness of UC Coordinated and shared collection development policies and practices which focus on monograph acquisitions and on share print in place agreements. Recommendation on need for a licensing expert pool or service that includes staff from campuses to handle electronic licenses. (POT 7)

January – March 2013

Proposal to measure impact of next generation bibliographer models and their support infrastructures on library users. (POT 7)

October – December 2013

Recommendations on standards and expectations for shared services. (POT 6)

Recommendations on model(s) for UC service centers, including staffing and resources. (POT 6, 7)