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Moving Technical Services Forward: Opportunities, Challenges, and the Role of Uncertainty in a State Without a Budget

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Moving Technical Services Forward:

Opportunities, Challenges, and the Role of Uncertainty in a State Without a Budget

Elizabeth J. Cox

Coordinator of Cataloging & Metadata

LLAMA Systems and Services section, Technical Services and
Systems Committee

ALA Annual 2016

Who we are



Cherie Watson
Acquisitions Librarian



Patrick Brown
Preservation Librarian

Quick facts about Southern Illinois University

- » Established 1869
- » 2010 Carnegie Classification - High Research Activity
- » Student Enrollment Fall 2014
 - Undergraduate = 13,461
 - Graduate = 3,893
- » 11 Colleges
 - Over 5,000 faculty; FTE Student/FTE Faculty ratio = 14.82/1
 - Degree Programs
 - 96 Bachelor of Arts/Sciences
 - 79 Master of Arts/Sciences
 - 34 Doctorate/Medicine/Law

Quick facts about Morris Library

- » Budget = \$9,989,946
 - Materials only = \$5,643,436
- » Collections (as of June 30, 2015)
 - Total Volumes: 2,974,585
 - Special Collections: 83,000 rare books; 19,500 linear feet manuscripts and archives

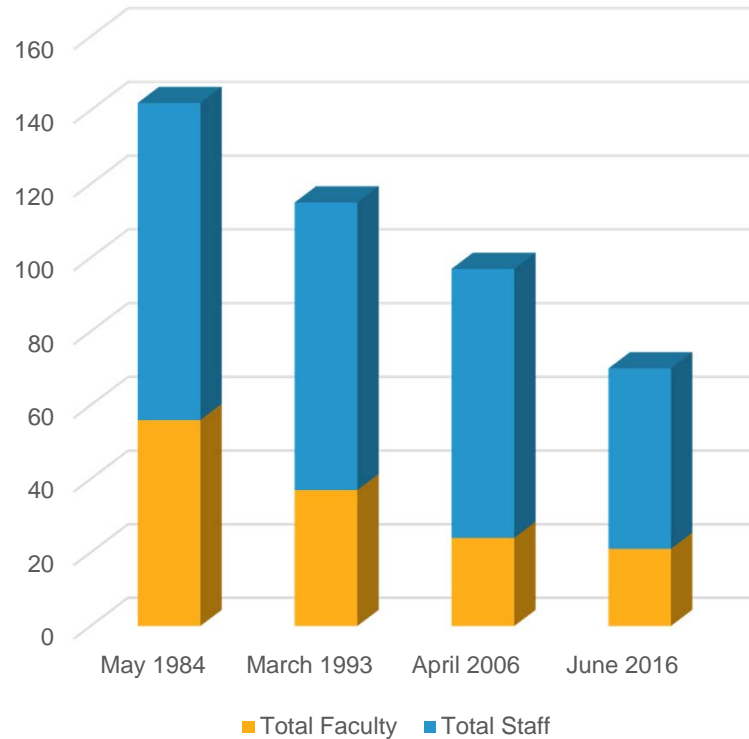
Technical Services: Then and Now



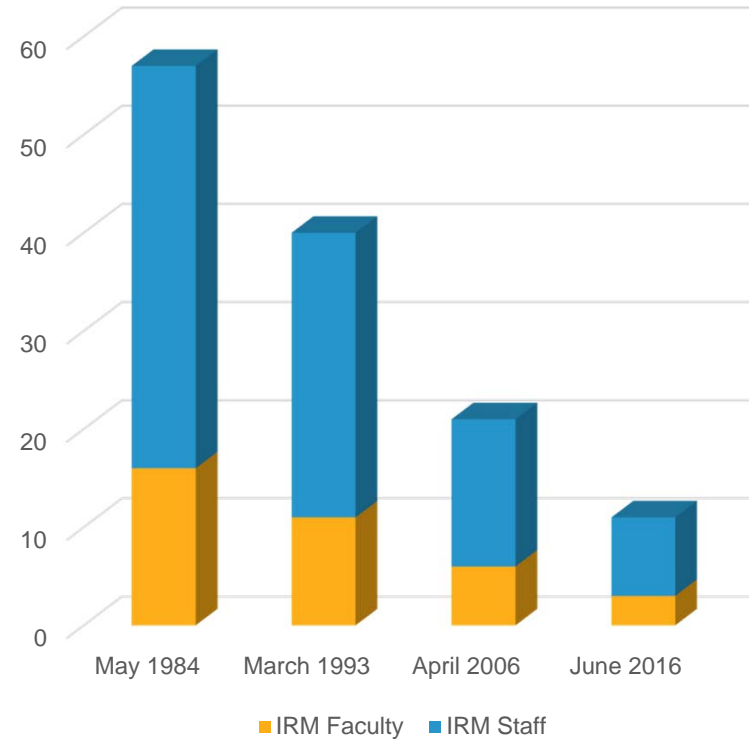
Photos courtesy of the Special Collections Research Center, Morris Library, Southern Illinois University

Total Faculty/Staff vs. IRM Faculty/Staff

Total Morris Library Faculty & Staff



Total IRM Faculty & Staff



Staffing Changes in IRM

2005

- » Cataloging:
 - 3 faculty
 - 7 staff
- » Acquisitions:
 - 1 faculty
 - 5 staff
- » Preservation:
 - 3 staff
- » Electronic Resources:
 - 1 faculty
- » PLUS 1 head of IRM (fac.)

2016

- » Cataloging:
 - 1.5 faculty
 - 5 staff
- » Acquisitions:
 - 1 faculty
 - 3 staff
- » Preservation:
 - 0 faculty or staff
- » Electronic Resources:
 - 1 faculty

Reconstructing institutional memory

- » In the last 10 years:
 - Library dean left; New dean hired and left (position currently open)
 - 2 special collections catalogers hired & left (currently have .5 faculty)
 - Head of IRM left (position lost due to budget cuts)
 - Head of Cataloging with 20 years experience left (position lost due to budget cuts)
 - Acquisitions librarian with 15+ years experience left (position filled)
 - Preservation staff person with 20+ years experience left; Preservation librarian hired and left (position filled, but leaving at end of June)
 - 2 collection development librarians left (positions lost due to budget cuts)

Culture of IRM

- » Uncertainty and fewer people has led to
 - More collaboration
 - Cross-training

- » But has also led to...
 - Still some silo-ing
 - Negative reactions to change
 - Shelf-ready exploration
 - Attrition
 - Trust

Technology Changes

- » Electronic resources increasing
- » Automated ordering process
- » Shelf-ready monographs
- » Label printer program
- » New ILS???

Budget uncertainty affects:

- » Consortium
- » Library and University administration
- » Faculty and staff roles & responsibilities

Slide 11

EJC2

When did Dean Moore leave? 2015?

Elizabeth J Cox, 6/20/2016

PB1

May 13 2015

Patrick Brown, 6/21/2016

Consultants visit and report

- » May 2015: Consultants visit for 1.5 days
- » June 2015: Final report received
 - Answered these questions:
 - How can technical services best be positioned for the future?
 - Are there things we are not doing that we should be doing and how can we do those with existing staff?
 - Do you have organizational recommendations that will help us meet our goals and improve efficiency and effectiveness?
 - Our instincts are good
 - But...there are obstacles

Slide 12

- EJC1** Can/should I give the consultants' names?
Elizabeth J Cox, 6/20/2016
- PB5** I don't see a reason not to.
Patrick Brown, 6/21/2016
- EJC3** How many years did Kate have here?
Elizabeth J Cox, 6/20/2016
- PB4** She was in the lab from Sept 2011- to Oct 2014 (3 years) and I think in the bindery from Dec 2007-sept 2011 (4 years)
Patrick Brown, 6/21/2016

Consultants' recommendations

- » Implemented/Completed
 - Purchase in lieu of ILL plan
 - Increase report creation knowledge
 - Stop claiming print serials
 - OCLC reclamation project
 - GovDocs selection and workflow
 - Review decision about binding print serials

Slide 13

EJC6

Is that info about the bindery budget correct?

Elizabeth J Cox, 6/20/2016

PB3

It was a little of a moving target, but the number Howie says in his writeups about the budget is 80%. The current budget is 15k

Patrick Brown, 6/21/2016

Consultants' recommendations, cont.

- » In process
 - Collections assessment plan
 - Comprehensive review of reference collection
 - Investigate demand driven acquisitions for print
 - Cross-train students and staff
- » Not done...yet?
 - Adding table of contents
 - Shelf-ready processing
 - Recommendations for difficult co-worker

Conclusion

- » Patrick's departure
- » Continued budget uncertainty

Slide 15

EJC7

UGH! I don't want to end on such a sad note!! Thoughts?

Elizabeth J Cox, 6/20/2016

Resources

- » Consortium of Academic and Research Libraries in Illinois (CARLI): <https://www.carli.illinois.edu/>
- » Morris Library: <http://www.lib.siu.edu/>
- » Special Collections Research Center:
<http://www.lib.siu.edu/scrc>
- » Southern Illinois University Carbondale Fact Book 2004-2005:
http://www.irs.siu.edu/quickfacts/pdf_factbooks/factbook05.pdf
- » Southern Illinois University Carbondale Factbook 2014-2015:
http://www.irs.siu.edu/quickfacts/pdf_factbooks/factbook15.pdf

Thank you!

Beth Cox, Coordinator of
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