Liberty University

From the SelectedWorks of Anne D. Foust

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Rethinking Library Technical Services

, Liberty University

"Rethinking Library Technical Services"

A roundtable discussion, led by Anne Foust.

The title for this discussion is taken from the book "Rethinking Library Technical Services" edited by Mary Beth Weber. Technical services can encompass various different functions, varying from library to library; for the sake of this discussion the following topics will be offered: collaboration, outsourcing, Cloud-based systems, money, RDA, Patron Driven Acquisitions, BIBFRAME, Cataloging, both print and electronic; and processing of materials. The purpose of this discussion is to explore how technical services has changed and what issues have arisen over the past 5-10 years; you are encouraged to share your library's experiences.

This session will also provide the opportunity for any library to present a problem they are encountering to see if others have address the same and discover possible solutions.

Those attending this roundtable may want to discuss one or more of the questions given below:

Collaboration and Outsourcing:

1. Have you made use of any collaborative service to outsource technical service functions?
    a. If so, what services, and what benefits or drawbacks have you discovered in what services were rendered?
    b. Have you ever used outsourcing as a way to reduce Cataloging backlog? What was the result?
2. Do you see the changing technologies resulting in greater collaboration within your library and with other libraries?
3. "First, the library needs to understand that other organizations are looking at the same resources and records and struggling with identical problems. Although the other organizations may not be libraries and may follow the same rules, the same forms of access points, or even the same formats, they still need to edit the records to fit into their finding tools. If your library could establish a project with these other organizations to update the records---potentially with many other agencies---each could organize the

workload and make the work more manageable. **What would be needed for this to work?**" Moore and Weinheimer, p.13-14. **Have any of you collaborated with another library to tackle a large cataloging project?**

   a. Do you foresee a future in which cataloging is done for the most part by one agency, reducing cataloging functions at individual libraries to catalog maintenance and original cataloging of unique items?

4. In using vendors to provide bibliographic records for your online catalog, what strategies, if any, have you employed to ensure adherence to agreed-upon standards?

   a. If there are agreed-upon standards, how did you reach a consensus?

   b. Have you had success in achieving consistency of record quality delivered to you?

Cloud-based systems:

5. Do you currently use a cloud-based system for your ILS?

   a. If so, what?

   b. If not, have you considered it?

Change:

6. Weber states: "The role of the technical services librarian has evolved from someone whose primary concentration was within the technical services department, who might have supervised support staff, who perhaps had limited interactions with public services personnel…technical services librarians now negotiate licenses for databases, serials packages, and e-book platforms." (p.xiii) Do you find this to be true in your library? Does one position handle both what is considered traditional technical services functions as well as the new functions just mentioned? Or do you have separate positions to handle this additional responsibilities?

7. "**How do we remain relevant** and avoid fear of being eliminated or marginalized due to the perception that some, if not all, of our work can be automated or outsourced, can be handled by well-trained support staff, or worse yet, is no longer necessary?" (p.xiv)

8. Have you, and if you did, how have you advocated the value of the work done on behalf of the library and institution performed by technical services librarians and staff?

   a. "Current technical service librarians often work closely with their public services and collection management colleagues with the common goal of the users and their needs in mind. Without technical services, the most basic library services, such as reference, are not possible." (p.27, Weber)

Money:

9. Has your Technical Service budget declined? If so, how did you decide to reorganize and/or cut positions or functions.
10. Has restructuring of Technical Services been encouraged even if budget is not declining (or if it is, not by much)?
11. Have you been able to negotiate with any of your vendors' services for better service, lower cost? Or a different package that costs less that better suits your library's needs?

RDA:

12. Have you implemented RDA? To what level, and to what application (all records you catalog or only select ones?)
13. Do you think the application of RDA standards are necessary?
14. Do you think the application of RDA will be unnecessary because it will all become automated? If you do, to what level of application do you think it will be automated?

PDA (Patron-Driven Acquisitions):

15. Does your library use any outside services to make PDA possible in your online catalog?
16. If so, do you use it for electronic PDA or print PDA or both?
17. How has this worked for you, i.e., how has it impacted which books are purchased and how many are purchased?
    a. Do you think it is worth the effort (staff hours to implement and $)?

MARC to BIBFRAME:

18. Has your library sought to make any preparations for BIBFRAME?
19. Have you worked with or studied BIBFRAME; what is your opinion regarding the differences between MARC and BIBFRAME?
    a. Do you think BIBFRAME will be a good replacement for MARC?
    b. What observations do you have regarding BIBFRAME that you would like to share? – advantages/disadvantages

Cataloging: print or electronic:

20. Has the focus changed in your library from cataloging print to electronic?

21. If so, to what degree?
    a. Do you agree with this shift, and do you think it will continue?

Processing of materials:

22. How is the processing of materials cataloged done in your library?
    a. Do you use any pre-processing services from book vendors?
    b. If so, to what degree?
    c. How has this impacted your workflow?
    d. What vendor(s) have you had the least problems with?

Food for thought:

"We envision a future of technical services where these operations are more fully integrated in the workings of the entire library, instead of operating in a silo. Our field has already begun this transition by becoming more involved in digital projects, making local collections accessible, and implementing new discovery tools….as we move into the future, we anticipate that collaborative and creative approaches to libraries will be essential to the success of libraries with decreased staff and funding, rapidly increasing technology, and lowered barriers between traditional technical services work and the work of the entire library." (p.133, Boyd and Gould).

Book cited:

Weber, Mary Beth, editor. *Rethinking library technical services: redefining our profession for the future.* Lanham. Rowman & Littlefield, 2015.

Examples of companies/organizations providing technical service functions:

Backstage www.bslw.com

LTI http://www.authoritycontrol.com/

MARCIVE http://home.marcive.com/

Orbis Cascade Alliance

https://www.orbiscascade.org/collab-tech-services-program

CISCO

http://www.cisco.com/c/en/us/products/cloud-systems-management/index.html

Next-Generation Technical Services (NGTS)
http://libraries.universityofcalifornia.edu/ngts

Testimonials:

Communication and Collaboration in Library Technical Services: A Case Study of New York University in Abu Dhabi (2016)
http://dx.doi.org/10.1080/13614533.2016.1181663

Cooperative Work Redesign in Library Technical Services at Denison University and Kenyon College (2005)
https://www.clir.org/pubs/reports/pub139/denken.html

Collaboration between two libraries:

Cornell and Columbia Libraries combine technical services (posted 1/16/2013)

Thanks to a three-year, $350,000 grant from The Andrew W. Mellon Foundation, the two libraries will integrate their technical services departments. These departments purchase and license library materials, such as books, e-books, e-journals, databases and more, and they provide data so that users can find and use those materials." https://collaborativelibrarianship.wordpress.com/category/technical-services/

Examples of companies that manage ILS's, databases:

Innovative iii   https://www.iii.com/index.php

ExLibris Alma   http://www.exlibrisgroup.com/

SirsiDynix   http://www.sirsidynix.com/

Insignia software   http://www.insigniasoftware.com/insignia/Index.aspx

Libramatic   http://www.libramatic.com/

OCLC Worldshare   http://www.oclc.org/en/worldshare.html

Aura software   https://www.aura-software.com/

Librarika: the free integrated library system   https://librarika.com/

BIBFRAME Information

BIBFRAME: http://www.loc.gov/bibframe/

BIBFRAME 2.0 model**:** https://www.loc.gov/bibframe/docs/bibframe2-model.html

BIBFRAME webcasts & presentations: https://www.loc.gov/bibframe/media/

New, as of 3/10/17**: http://www.loc.gov/bibframe/mtbf/** (BIBFRAME vocabulary updated)

Notes from "BIBFRAME on the move" event date 9/9/2016 video:

BIBFRAME 2.0 will be the basis for the upcoming pilot.

LOC did not test how BIBFRAME will impact workflow.

In the new pilot, RDA terms will be used. (Creator of work, preferred title, etc.) There is a link to the RDA toolkit in BIBFRAME.

A lot needs to be worked out yet to make the link between technology and cataloging records.

Next steps:

- Continue to analyze data from phase one
- Address community review of BIBFRAME vocabulary 2.0
- Explore other controlled vocabularies
- Take lessons learned from phase one into account as the BIBFRAME profiles and profile editor are refined for phase two
- Capitalize on the positive achievements from phase one as phase two takes shape

There is an 8-step project to prepare for the next pilot:

Step 1: revise model and vocabulary

Step 2: MARC to BIBFRAME conversion specs

Step 3: MARC to BIBFRAME conversion program

Step 4: Preparation of files

Step 5: Prepare infrastructure

Step 6: Revise BF input editor and BF profile editor

Step 7: Review and augment LDS (Linked Data Service)

Step 8: Prepare documentation and hold training

Take away:

- Keystone is the vocabulary 2.0
- All other tasks dependent on its stability
- LC sees pilots as essential for understanding the future:
  - Migration of MARC to a new platform
  - Libraries as part of the Linked Data environment