Cross-Training in Technical Services: Merging Cataloging and Acquisitions

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Abstract

1 Acquisitions workflow problems

Order requests received at same time + end of fiscal year approaches = Deadline to spend budget isn't met

2 Cataloging workflow problems

Materials arrive at same time + few cataloging staff = Backlogs

3 Effects of inefficient workflows in Technical Services

- Long periods of overwork in one area while the other area is much less busy
- Causes investment in unneeded codes
- Overstressed staff
- Goals of department aren't achieved

4 University of Tennessee Libraries' solution: Cross-training to the rescue

Acquisitions + Cataloging

5 Historical background

Ideas: "We started in 1995 when the head of each service approached the cataloging and acquisitions departments, in search of a more efficient workflow. Several months later, a team of off-duty staff came up with a plan that would improve both services.

6 Merge of Cataloging with Acquisitions

Ordering Period: during the fiscal year, all staff in technical services (acquisitions and cataloging) work on a rotating basis, doing a variety of tasks in both areas.

7 Cross-training improves workflow cycle

- Order cycle time reduced
- Staff key skills position upgrade

8 Advantages to institution of technical services cross-training

- Better service to the users through a more efficient workflow
- Staff key skills position upgrade
- Materials are shushed on time

9 Advantages to staff of technical services cross-training

- Greater key skills through work on other tasks
- Staff key skills position upgrade
- Materials are shushed on time

10 Cross-training within technical services creates efficient workflows and happy staff!