

**ACQUISITIONS UNIT ANNUAL REPORT-**  
**July 1 2015-June 30 2016**  
*Submitted L Wiley*

I **Unit Narrative**

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**1. Major activities and accomplishments of the unit in FY16 (July 1, 2015 to June 30, 2016);**

Acquisitions manages the work to acquire, pay for and make available new material in all formats for the Library collections as well as maintaining all recurring resources. The work covers ordering, tracking and paying for material as well as copy cataloging, record enhancement and online activations on SFX. The unit maintains the database of orders, the vendor database, the SFX eresources access services, provides for the technical infrastructure for the Acquisitions Voyager work and manages all the fund reports. Staff provide support for the 45 bibliographers in their orientation, training and in maintaining online information for them as well as fund report updates. Eresources faculty and staff handle user inquiries both internal and external to the library and resolve access problems with patrons. The unit manages all collection contracts, tracks fund levels, opens and closes the Collections ledgers and provides support for all end-of-year closing processes for a materials budget in excess of 18 million per year.

In FY2016 the unit handled orders for over 75,000 print items and added many thousands of eresources as well as maintaining access for the eresources in SFX that number 620,000 (650 sources including current journals/series, ebook titles, databases including those with full text, archival content and backfiles as well as free and open access titles).

**2. Challenges for the unit in FY16 (July 1, 2015 to June 30, 2016)**

They include coping with the budget situation in Illinois, no inflation funds for the Library materials budget and subsequent planning to address that, continued staff changes, economic downturn and impact on the publishing industry that results in many organizational changes and consequently their products and services, the onerous, bureaucratic and legislatively mandated Illinois procurement code. We accomplished quite a lot this year despite these ongoing problems.

**3. Unit changes:**

Staffing changes are constant with such a large unit. And FY16 is no exception:

**Staffing:**

- Retirements: Lisa Fielder left November 2015 and the position was not filled as we have cross-trained existing staff and hired to manage Eresources troubleshooting very effectively.

- George Gottschalk accepted an AP position and began as the Acquisitions Operations Specialist in September 2015. The unit head provided orientations and training and began delegating work and reorganizing the unit with his input and assistance. George is now supervising most all of the staff responsible for monographic orders and the large blanket order plans.
- Hueih-Lirng Lai had joined the unit in late spring 2015 and summer of 2015 saw orientation and training ongoing for her. With Hueih doing all the Chinese orders and cataloging to match all other IAS needs, the final phase to integrate all international ordering was completed.
- Ginger Schutz position had been half time from January 2015 in Acquisitions (1/2 in CMS) but moved to fulltime in Acquisitions by spring 2016.
- Katie Dorsey announced she would retire in Sept 2016. The decision was made to move firm orders to a team approach under George's management.
- ½ time GA Rebecca Ciota graduated in May 2016 and accepted an excellent position at Grinnell College. This position was funded by the Library with a tuition waiver. The GA learned all aspects of acquisitions work in all formats and was responsible for LibGuide work, virtual recognition record updates, OCLC record import and PO creation, liaison with bibliographers, final cataloging and processing, data analysis of vendor offerings and provided online and desk reference service.

**Unit reorganization:**

The unit head worked with new hires most critically the new Acq. AP George Gottschalk as well as existing staff to maintain, develop and formalize new teams to accomplish the work.

**Firm:** Tammie Redenbaugh, Ginger Schutz and Linda Morris are now part of a firm order team George Gottschalk manages and are being trained with Katie's help. Dustin Reinhart was cross trained on the vendor supported electronic order processes to import and export order files.

**Eresources/Serials:** This group has been ongoing but the CAPT changes and newly reconstituted working groups provided new opportunities. Chris Morgan, Stephanie Baker, Wendy Shelburne are primary team members and meet weekly and also are members of the CAPT Eresources working Group. Other staff members are auxiliary members as they have other duties but include: Faraba Parish for serials, Joyce Catchings for ebook title orders, Lea Howard for ebook cataloging, Dustin Reinhart for invoice input and approval and vendor paperwork, Tonya Webb for serials print issue management, Naomi Crow serial claims and some exchanges and Rosemary Trippe for foreign standing orders.

**Blanket Orders Management and Processing:** These cover the domestic plan with Joyce managing that and all the international plans that include: Slavic-Naza Agassi and Mirella Bajric, European- Susanne Birgerson, Silda

Andrick and Rosemary Trippe, Latin American Silda Andrick and Tammie Redenbaugh, Middle East- Nada Sweid. Asian: Hueih Lirng Laih. These staff are language specialists and can do firm order receipt and cataloging for their areas and serial issue management if needed. Materials in languages that can't be handled by Acquisitions staff are referred to CAM and specifically to Nicole Ream-Sotomayor.

**Cataloging:** A majority of the staff are doing cataloging (copy and some enhanced work) but there are staff with veteran and specialty skills that do the bulk of this work and do very complex cataloging updates as well as original. They include: Lea Howard, Diana Long, Jessica Denhart, Susanne Birgerson and Rosemary Trippe. Katie Clayton works under Joyce handling domestic approvals but as the Shelf Ready Manager is responsible for that record review and processing (13,000 records annually).

**Administrative:** The unit head has a management and administrative group that includes George, Joyce, (Katie until September) for new order support, Chris and Stephanie for EResources infrastructure, Dustin for Voyager fund updates and invoice management, Naomi as office support (mail, supplies, phones and files) Tonya for print item processing, student hires and supervision, PC and network troubleshooting and reports. The Eresources Librarian and unit head meet weekly to resolve issues and do project planning and meet at least twice a month with Tom Teper to do the same.

**Accomplishments by area:**

**Staff training and development:**

Staff Training: New staff were oriented to the campus and library and provided with assistance to best accomplish the work. Sessions covered: Voyager training in-house, CARLI sessions on Acquisitions/ Serials or Cataloging and or MFHDS as needed, LC Classification webinars, ALCTS webinars on Acquisitions, Cataloging or Eresources management, Supervisors were referred for Supervisory Training, Staff were invited to vendor update and review sessions as appropriate (Harrassowitz, YBP, EBSCO), HR held a special session on DiSc training for the Technical Service Division given all the changes those units. This training provides for self-assessment of learning and communication styles and helps to foster communication and team building. Staff offered Voyager training to all Library GAs for those orientations.

The unit also provided a number of training opportunities, new service announcements and updates to existing tools or processes. Multiple sessions were offered on the KANOPY service fall 2015, as well as new demand driven programs, YBP provided GOBI updates and profiling sessions to bibliographers as well as Harrassowitz for their platform. UI Press provided a session on how University Presses offer their books to libraries and individuals. The Unit head provided regular updates on new services and fund management using LibNews or LON. Open Sessions to offer help on any Acquisitions tool were offered to bibliographers throughout the year to cover vendor platforms and services and on questions related to specific resources.

The unit head provided for fund and ordering orientations for five new bibliographers and updated others as needed due to sabbaticals or new fund structures or to advise as requested on new plans for their collection funds.

The Acquisitions LibGuide and Acquisitions webpages were updated as well as the Staff wiki.

### **Reference and troubleshooting**

The unit is now formally tracking reference questions and will utilize Desk Tracker for FY17. Tickets for EResources troubleshooting totaled 640 for FY16 with the majority ably handled by Chris Morgan. The unit also handles some ERTech submittals estimated at 100. The unit head as I-share liaison gets questions statewide on library services and issues related to collaborative programs. The unit (all faculty and staff) also offers assistance to colleagues throughout North America inquiring about title purchase or vendor information. Vendors also may request help but the primary clientele for reference questions are internal to the Library i.e. library staff and faculty. Questions are answered by email, in-person or phone covering orders, funds, processes, and access to online resources, security problems or purchase problems. Estimates of volume are about 60-100 a week across all staff that would equal over 4000 for the academic year.

### **Assessment**

- No inflation funds meant that recurring resources had to be evaluated for use and overlap. The unit provided reports on serial use on the subscription platform for past three years as well as an overlap analysis (by title in aggregator full text databases) to help assess titles under consideration for cancellation. A forum that covered budget issues and potential fund deficits was held May 2016 and reports were distributed there and then posted on the G drive. A record number of cancellations (and flips to online only) were submitted in FY2016 (180 at 80K) aided in part by these reports. G:\Collections Info\EBSCO Renewals by date\Current list JAN-FY17 Deadline August 8 2016
- All Fund reports are managed and run weekly through Acquisitions and training on them offered.
- Implemented new individualized fund updates to alert bibliographers on fund status and deadlines throughout spring semester to maximize fund use. This had excellent results with minimal funds left on subject firm order funds at end of year.
- Serial cancellation reports were run and expends totaled for FY17 budget
- Tracked and assessed spending with Voyager summary reports and published those on G and shared at CDC and used them to chase invoices for submittal be deadline
- Serial inflation reports were run and analyzed (title by title comparison) for the FY17 budget
- Monitored all one time and permanent fund transfers and sent totals for budget build

- Approval allocation balances run weekly in Acquisitions: reallocations were done in the spring based on unspent percentages compared to % time left of the order year. Balances are also reallocated when opening the new fiscal year based on end of year funds for YBP.
- Checked for online access for ebooks done at title level and proactively checked all EBSCO online serials post renewal and adjusted activations and work flows as needed based on results. Assessed to determine problem vendors and publishers to update workflow for work with them
- Monograph Claims process were reviewed by Vendor to assess their performance and inform bibliographers of low performers to re-vend and drop as supplier.

### **Collection Management**

This area covers the bulk of Acquisitions work. Specific areas include

#### **Bibliographic Control**

Staff in Acquisitions catalog the bulk of new material. See the Appendix for a breakdown but the staff enhanced or created over 52,000 bibliographic records and updated 57,000 holdings. The unit brought in 86,000 records via batch load (vendor records including demand driven records).

Staff activated all new serial titles and updated platforms and links as needed. The CAPT ERWG group worked with CAM to begin enhancing serial records for the online titles purchased via the large contracts for STM publishers. The new records are current (OCLC) are for online only and include contract names as well as SFX links. Elsevier and Springer are complete with Wiley ongoing now. Plans were made for Ebooks to be loaded into SFX and a new tab activated in FY2017.

All WorldCat Profiles were upgraded to the new OCLC World Share Collection Manager. This was a great clean-up effort and meant we were ready for OCLC records when OCLC retired the old profiles with vendors.

All line items on any new PO now require a full record which is done for any regular title (Eresources collections are an exception). This allows for clean item receipt and processing regardless of format or language.

#### **New material orders**

All acquisitions work contributes to Collection Development. The Unit did the regular work of ordering, receiving, activating, processing, checking in, cataloging, delivering, record maintenance, troubleshooting and invoice prepping for the 75,500 items that passed through rm. 12. The Eresources faculty and staff purchased, maintained, and provided access to 12 million dollars of ebooks, serials, databases and digital collections.

The over 400 Funds were well managed and a minimal amount of monograph monies were left in FY16. Serial invoices paid were at 98% with a few held up due to a license or were delivered long past announced deadlines.

The Eresources Librarian handled the many thousands of items that are intangible, i.e. online but that nonetheless require orders, record maintenance, troubleshooting and payment. She also negotiated licenses and processed many sole sources required for these purchases. Eresources work covered over 100,000 ebooks added to the online database as the result of new orders she handles or due to subscriptions she set up. A number of new collections were purchased both digitized collections and ebook archives as well as new publishing output and new databases as well. Trials were done as requested for new offerings. Serials, ebooks and online databases managed by the Eresources librarian comprise close to 75% of the budget. Access is supported by SFX and by Easy Search as well as by Voyager records.

Media work moved to Acquisitions in January along with the fund. All media orders including streaming video are now done in room 12. The new fund responsibilities provided an opportunity to look at the demand driven program offered by Kanopy. A power point on title access, use and costs called KANOPY STREAMING MEDIA FY2016 is available at

G:\Collections Info\acquisitions\Kanopy Task Force\Summary FY2016

Demand Driven programs for University Press ebooks were implemented in FY2016 and covered two offerings: Project Muse ebook offerings as well as the JSTOR ebook content. The Project Muse program provided access to all the university press books in the Project Muse platform. Titles were used all year as part of an evidence based (EBA) demand driven program and then assessed for purchase based on volume of use, cumulative months use and subject. A task force of bibliographers selected 461 titles for ownership. The program was renewed for FY2017 utilizing year-end money. An additional 4400 titles were added for the new titles now available in Project Muse.

JSTOR records for all the ebooks (over 30,000) were activated for authenticated use in September 2015 and funded by a deposit account. This program was unique in that all 3 Illinois campuses worked together to negotiate shared access to these ebooks with all 3 campuses owing a copy of a triggered ebook at a discounted price. This program purchased 263 unique titles but each at 3 copies for a total of 789 copies. The program was not renewed due to the labor intensive process and low trigger thresholds but also because UIUC subsidized the bulk of the costs. UIS and UIC especially would have liked to continue it but the Illinois budget situation and the JSTOR thresholds prohibited that. JSTOR was not interested in setting up an evidenced based program. The Appendix includes metrics on both programs.

Plans to revamp major European blanket order plans were laid for FY2017 implementation, smaller plans were set up for Middle East and tested vendor support for a potential new plan with Amalivre for North Africa.

## **Budget**

The unit not only manages funds and maximizes their use but also assists every year in the budget build process. Inflation reports inform that as well as reports on fund transfers and serial cancellations that occur over the year. Prior to creating a new ledger the unit staff clean up old POs and funds no longer in use to delete those inactive. The unit sub allocates the domestic approval plan fund to subject specialists annually based on use, publishing output and end of year advances to YBP (from subject firm order funds ). The unit follows an MOA with OBFS covering how we work with BANNER. The unit archives invoices (since 2014) and began scanning the archives this year to fill a gap left when OBFS discontinued that service. Unit staff work very closely with Library Business staff to handles invoices, check distribution, credit card payments and wire transfer requests.

## **Public Engagement**

- The UI Press provided an open forum of University Press marketplaces that Acquisitions hosted in November 2015.
- Unit staff prepared and staffed an evening exhibit on International Purchasing for the Office of Advancement Donors program in November 2015.
- The unit hosted the Mortenson Fellows in June 2016 for a tour and session on Acquisitions
- Open hours for Collections were offered monthly and Acquisitions provided for walk-in help for any Acquisitions tools through the academic year.

## **Other Significant Unit Changes:**

Procurement continues to be a problem as we can't sign any agreement. Any vendor requiring a license must complete mandated state paperwork and often then negotiate terms regardless of price. A sole source is required for any purchase over 53K. The Eresources Librarian worked with many vendors to walk them through certifications required by Illinois process as well as license changes and any Sole source posting in order to obtain online resources. This past year we lost access to some resources as the vendors would not complete the required paperwork. The amount of time needed to track, negotiate, explain and reiterate process to vendors and with campus purchasing is huge and has impacted our local requirements for order submittal. Thanks to the Eresources Librarian's efforts however the library has good communication with vendors and publishers as well as Purchasing staff to provide for a very high success rate in fulfilling these obligations.

**Goals set in 2015 and their status:**

***Overall the goal is to purchase materials for the Library Collections as efficiently as possible while adhering to campus and state guidelines cost effectively and with the best turnaround for access by users.***

- Sole sources for FY16: move all current recurring spends over sole source limit to a sole source process: Done by Wendy Shelburne
- Support eresources purchasing processes: Done with new team ad Chris Morgan with Stephanie Baker
- SFX Data Clean up: analyze duplicate holdings to resolve redundant display, work towards annual process for this work. Work towards optimal results display: Display logic implemented for a portion of overlapping databases and ongoing for FY17 as well as deduping of overlap titles ongoing work reported through CAPT ERWG
- Prepare for migration: update serial records, continue to work on lists of collections purchased both one time and recurring for optimal documentation: this is ongoing plan as we are working simultaneously on SFX clean up and inventory. Serial records updates commended in FY2016 as well as SFX ebook loads
- Enhance Outreach to library clientele: offer forums on Media, GOBI, ordering overseas, demand driven programs and ebook use: Done see Forums outreach section
- Assessment: expand offerings on collection use: DONE C Morgan renewals and major Forum held May 2016
- Buying trips: provide assistance and evolve process DONE document reviewed process with committee facilitated trips to Turkmenistan, Two Japan trips, one to Africa and China and offered recommendations to enhance the program.
- Reorganize Acquisitions: with all staff in place finalize plans on unit workflow : Done with George's hire and subsequent help
- Cataloging training: work with CAM team leaders on training plan for all staff ongoing waiting on new hire in CAM with Janet Weber's retirement
- Evaluate and report on results of Kanopy, JSTOR or Project Muse demand programs working with CDC. DONE
- Evaluate the YBP shelf ready records and cost benefits ongoing budget cuts and staff attrition show this to be good course though ebook expansion makes it moot.
- Manage the FY2016 purchases and expends - Done



**Articulate goals set for the unit for FY2017 (July 1, 2016 – June 30, 2017).**

- As always, manage the current FY purchases and expends
- Maximize resources working with vendors and fund managers for successful end of year close out
- Continue ER work in SFX clean up and inventory control system
- Ebooks: review access and complete LibGuide tab for public services
- Eserials: continue on serial record review and enhancement project
- Project management software: plan for implementation and use to record all SFX, serial record and ebook access or any major record update project in preparation for migration
- Documentation: ongoing Wiki
- Blanket order plans: complete profiling begun for Western European plan
- Assessment: continue to provide use statistics for serials as well as overlap analysis
- Outreach: contins forums for library on tools in Acquisitions
- EBA Programs: continue Project Muse and Set up new Oxford EBA July: monitor and report
- With CAM move: redo workflow and offer more training options for staff

**II STATISTICAL PROFILE**

**1. Facilities/NA**

**2. Personnel**

Lynn Wiley (Faculty) (100%)  
Wendy Shelburne (Faculty) (100%) In E Resources  
Stephanie Baker (AP) (49%)  
George Gottschalk (AP) (100%) will begin September 2015  
Christopher Morgan (AP) (100%) Hired for March 2015  
Grad Assistant: Rebecca Ciota graduated 2016

Joyce Catchings LOA Approvals (100%) promoted 2014

Katie Dorsey LOA 100% promoted 2015 All staff 100% except where noted

Silda Andrick Library Specialist  
Naza Agassi Senior Specialist  
Mirella Bajric Senior Specialist  
Susanne Birgerson Senior Specialist  
Katie Clayton Senior Specialist  
Naomi Crow Library Specialist  
Jessica Denhart Senior Specialist  
Lisa Fielder Senior Specialist retired November 2015  
Lea Howard Senior Specialist  
Hueih-Lirng Laih Library Specialist hired May 2015  
Diana Long Senior Specialist  
Linda Morris Library Specialist  
Faraba Parish Senior Specialist  
Tammie Redenbaugh Senior Specialist  
Dustin Reinhart Account Tech II transfer from LBO Fall 2014  
Ginger Schutz Library Specialist (100%) transfer from CMS 1/2015 as ½ - 100% by July 2016  
Rosemary Trippe Library Specialist hired winter 2015  
Nada Sweid Senior Specialist hired fall 2014  
Tonya Webb Senior Specialist

Student Wages: the unit used these wages for serial checkin, marking books, applying call number labels, stacks binding, adding notes to book records and for a variety of misc clerical duties (filing, shelving, sorting)

**Appendix I-Statistics**

**FY 2016 to FY2015 Comparison**

<b>Categories</b>	<b>FY2016</b>	FY2015
Firm orders all types*	14430	12,860
media (new in FY16)	4630	N/A
<b>Subtotal</b>	<b>19060</b>	12 860
 Demand Driven(KANOPY, PDA print, JSTOR P Muse		
	1552	112
Approval books (YBP)	13,490	14,402
 Blanket order plans (LABO, SLABO, EBO African, Middle East)*		
	15948	16,872
 Format approval plans (Cds,scores LC field office counts, Music books) IAS non-roman		
	2792	8,765
 <b>Total print</b>	<b>52842</b>	<b>53,011</b>
 * includes books, cds, DVDs, micorforms, mss, and games and IAS lists ** large purchase That's rentertainment		
 new serial orders	91	56
 Serial issues	22,611	23,355
back issues	52	51
order cancels		664
<b>serial cancellations</b>	<b>180</b>	<b>150</b>
 ebooks (collections, title , front line backfile estimates)	over	
	100,000	

\* blanket orders dropped as more orders done as firm in FY16 due to East Asian changes ans well as Middle East

**Cataloging done at Acquisitions FY2016**

Operator_ID	BIBS_TOUCHED	HOLDINGS_TOUCHED
agassi	1,016	1,332
bajric1	6,566	6,796
catching	168	186
crdorsey	2,628	2,726
dmlong4	4,564	4,674
jdenhart	2,197	2,275
kaclayto	8,222	8,573
laih	1,241	1,609
lcmorris	17	2,002
lhoward	5,079	5,613
nsweid	2,023	2,106
redenbgh	4,991	5,019
sandrick	3,532	3,630
sbirgers	3,264	3,326
trippe1	5,495	6,258
twebb	286	294
vschutz	953	1,047
Total:	52,242	57,466

BulkImport	86,232
BibNotification	18,334

Project Muse and JSTOR metrics FY2016

JSTOR(3 campus) --FOUR months use	PMUSE– UIUC only NINE months use
<b>Titles activated</b>	
36,000	30,000
<b>Unique Titles used (JSTOR counts by Chapter views &amp; PDFs; PMuse PDF chapter</b>	
6,296	2,589
<b>Unique titles Both by PDF downloads ONLY</b>	
3,456	2,589
<b>Chapter downloads</b>	
9,580	28035 (longer access no Views)
<b>Chapter Views JSTOR -12 threshold trigger</b>	
13,635	na
<b>Titles with more than one use</b>	
140 of 263 53%	367 of 1121 (5 pdfs +) 33%
<b>Cost per program</b>	
\$45,000 Deposit (UIUC bulk)	\$50,000 (fee)
<b>Average price per book</b>	
\$103.55	\$110.00
<b>Purchase title totals</b>	
263*	estimated 450
<b>Highest download for any title</b>	
337	1197
<b>% of total not used (downloaded)</b>	
94%	91%
<b>% titles from last ten years for titles used 5 +</b>	
677 titles 60%	287 titles 72%

