

Office of Collections and Technical Services
ANNUAL REPORT, JULY 1, 2015 – JUNE 30, 2016
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I Unit Narrative

The Office of Collections and Technical Services serves the University through the provision and coordination of collection-related administrative activities and services. This year marks the first full year of operations under the new organizational model. While the Office of Collections and Technical Services already worked closely with many technical services operations on issues of acquisitions, collection development, collection management, operational policies, etc..., the implementation of more formalized reporting roles and responsibilities has changed these relationships slightly.

I. Significant Accomplishments in FY16 (July 1, 2015 to June 30, 2016);

- A. **Significant Collection Development Activities** – Opportunities for making significant acquisitions were plentiful in FY16. Conservative fiscal management, a desire to address identified priorities, and opportunity presented me with the ability to make significant investments during that time. They included:
- a. **Special Collections Acquisitions** – The Office of Collections provided support for the RBML to acquire approximately \$60,000 in rare Proust letters as well as rare books and other primary resource acquisitions. Additional resources were utilized to acquire scarce items in Latin American Studies, Art History, and other disciplines.
 - b. **IEEE Publishers** – Funded the acquisition of the IEEE Conference Proceedings Backfile, 1951 – 1999.
 - c. **ProQuest** – Leveraging some committed subject funding along with some end of year funding, the University Library acquired the tenth module of the highly used Periodicals Archive Online as well as the online version of the NAACP papers.
 - d. **Cambridge Histories Online** – A longstanding request for the library acquired this resource. This collection provides full text online access to over 300 volumes of Cambridge Histories reference series published since 1960, covering 15 academic subjects, including: American History, British History, Economic History, General History, History of Science, History of the Book, Language and Linguistics, Literary Studies, Music, Philosophy, Political and Social Theory, Regional History, Religious Studies, Theatre and Performing Arts, and the History of Warfare.
 - e. **Alexander Street Press** – Building on the high demonstrated use of the ASP products, we took advantage of a CIC Offer to acquire multiple titles utilizing a combination of subject and general funds. These included: *Women and Social Movements in Modern Empires since 1820*; *Anthropology Fieldwork Online*; *Disability in the Modern World, History of a Social Movement*; *Counseling and Psychotherapy Transcripts, vols. I & II*; *Counseling and Therapy in Video, vol. 4*.
 - f. **Eastview** – Resources were identified to support the acquisition of the *Japan Times Digital Archive*.
 - g. **Springer Ebook Backfiles** – We purchased the final modules of the Springer E-Book Archive. These modules cover *Business & Economics* and *History, Social Science & Law*. They complement the previously acquired modules: *Behavioral Sciences, Biomedicine and Life*

Sciences, Chemistry and Materials Science, Computer Science, Earth and Environmental Science, Engineering, Mathematics and Statistics, Medicine, and Physics.

- h. **Other Collections Initiatives:**
- i. **CRL South Asian Open Archive Project** – Resources were identified to support Illinois’ role as a leading member of the SAMP OA Project: <https://www.crl.edu/news/samp-open-archives-initiative-founded>.
 - ii. **Reveal Digital** - Resources were identified to support a second round of funding (along with many BTAA partner schools) of the *Independent Voices* digitization effort: <http://voices.revealdigital.com/>.
- i. **Other Acquisitions:**
- i. **Springer Backfile Top-Off** – Centrally funded an offer from Springer to acquire newly published backfiles.
 - ii. **Thomson** – LJUR data set to support research into use of journal content on campus.
 - iii. **Yankee Book Peddler** – Resources were identified to support acquisition of STEM ebooks.
- B. **Supporting New Collecting Initiatives** – As our library continues emphasizing its service orientation, the resources that we acquire and the suite of acquisition mechanisms used need to respond to changing expectations. Success means that we need to experiment and provide room for those programs to evolve. Funding for demand driven acquisition programs continued to be made available, with end of year funding from FY15 supporting pilots with JSTOR and Project Muse Ebook programs, as well as the Kanopy pilot announced via email in early FY16. As FY16 closed, resources were identified to continue support (based on data) for the Project Muse pilot and to begin a new pilot with Oxford University Press’ Ebook platform. OUP’s model appears to be more in keeping with our preference for evidence based acquisitions and the platform seems to be attracting publishers away from the JSTOR ebook platform.
- C. **Collection Analysis and Assessment Activities** –Esra Coskun continues to make a significant contribution to the University Library, allowing the Office of Collections and Technical Services to deliver both canned and custom usage data to our subject specialists, supporting budgeting activities for library materials, and continuing the ongoing effort to aggregate information about e-resource subscriptions, brand e-resources acquired by Illinois, and deliver valuable data that is contributing to research conducted by at least three projects in the Library.
- D. **Access to Collections** – Working with personnel in CAM, CMS, and various special collections units, the Office of Collections facilitated efforts to reduce our backlogs and improve the management of our collections during the year:
- Continued to work toward eliminating backlogs of materials in government publications and the area studies.
 - Provided resources for Chris Prom to continue a project focused on Processing, Acquiring and Preserving Born-Digital and Digitized Content
 - Provided ongoing hourly wages to RBML to support the processing needs of the Gwendolyn Brooks Collection.
- E. **Digitization of Collections** – Worked with personnel from CMS, Preservation and Conservation, CAM, and DCC on several digitization efforts, including:

- a. Continuing our efforts to digitize materials identified by Google. The process involved both items contributed to Google and items rejected by Google due to condition, format, etc.... Efforts included securing a legal opinion from the Illinois' Secretary of State's Office (via the Illinois State Library) that secured rights clearances for any Illinois government publications we digitize to be considered open access publications and securing funding from the Library's materials allocation to cover all costs for Internet Archive digitization.
- b. Completing the digitization of University of Illinois at Urbana-Champaign dissertations previously microfilmed by ProQuest. These are now fully uploaded in IDEALS.
- c. Working with the Illinois State Library and CARLI to submit a successful, joint application to create an Illinois Service Hub for the Digital Public Library of America.
- d. Securing a \$250,000 grant (as PI) with co-PI MJ-Han to secure funding to support Illinois' contribution to the Illinois Service Hub of the Digital Public Library of America.

F. ***Stewardship of Gifts and Endowments*** – Worked with personnel in the Library Business Office and Advancement to further develop annual notifications of fund balances to all fund managers for gift and endowment funds.

II. Major challenges faced by the unit during FY16;

- A. ***Personnel*** – Personnel changes and vacancies within the organization continue to impact operations in some areas and impact the Library's ability to move forward on some activities. However, hires in several units over the last year are beginning to demonstrate their value in terms of e-resources support services, support for Acquisitions processes, enhancement of access, improved digital library services, etc.... Several additional personnel are starting early in FY17, and that is anticipated to address most lingering personnel discrepancies.
- B. ***Assuming Collections Expenses*** – As part of the Library's plan to address its response to the ongoing fiscal challenges on campus, the Office of Collections and Technical Services has identified several avenues to help minimize the operational impact on the Library by assuming costs on the materials allocation. These include the significant costs associated with supporting our annual OCLC activities, continued digitization with the Internet Archive, etc....

III. Significant changes to unit operations, personnel, service profile, or service programs during FY2016

The most significant change to the Office of Collections and Technical Services operations centered on continuing to develop new relationships in light of the library's recent organizational realignment. While there are gaps in coverage created by vacancies in some units, the bigger challenges center on working to build a team among the leadership group and not letting the shifting model negatively impact existing relationships. In addition, the Office of Collections and Technical Services and the leadership within CAM have worked extensively over the last year to refine the organizational model for that unit, seeking to invest in its junior faculty members and academic professionals a greater level of middle-management responsibility for distinct aspects of the unit's operations. This continues to be viewed as a work in progress.

IV. Contributions to Library-wide programs

- A. Restructuring of CAPT** - During the last fiscal year, co-chairs Tom Teper and Tom Habing led extensive discussions that led to a complete restructuring of CAPT and the creation of a structured communication model with the multiple standing working groups
- B. Searches and Hiring** – Over the last year, members of the Office of Collections have been intimately engaged in the hiring process, working closely with the Library’s Business and Human Resources Service Center on the Library’s hiring efforts in 2015 - 2016. During this time, the AUL for Collections and Technical Services successfully completed negotiations approximately twenty-two academic professionals or faculty members. The AUL for Collections and Technical Services coordinated recommendations to EC for search committee membership, maintained regular contact with human resources on the many open searches, completed monthly updates of the status of open and approved searches, sought to continue improvements to communications with supervisors, Library IT, and Library Facilities about new appointments, and sought to maintain communications with many of the candidates as they transitioned into their new positions in the University Library. In addition, he worked closely with other departments and individuals in the Provost’s Office on multiple spousal hires, multiple retention cases, and other associated work.
- C. Budget Planning, Human Resource Planning, and Strategic Planning** – I collaborated with the other AULs, members of the Budget Group, and the Executive Committee on multiple critical planning processes throughout FY2016, including the preparation of the annual report and budget request to the Office of the Provost (spring 2016). Additionally, The AUL for Collections and Technical Services collaborated with unit heads in the Technical Services Division to identify possible cuts for the library’s 3, 5, and 7% scenarios.
- D. Library Facilities** – Over the past year, I have been engaged in multiple facilities projects, including planning for CAM’s relocation to Room 1 of the Main Library, and, in a limited way, the Hort Field Lab HVAC project.
- E. Collection Management** – During FY2016, I worked closely with Mary Laskowski, Jenny Maddox Abbot, Cherie Weible, and Michael Norman on multiple collection management projects.
- a. **PSED and LSD** – Following on agreement secured by the Office of Collections and Technical Services on set collection management criteria for PSED and LSD materials in the Main Stacks, CMS transferred monographs meeting the criteria of the Physical Sciences and Engineering Division (PSED) out of the Main Stacks to Oak Street this year (2,121 items), as well as all monographs that met the Life Sciences Division (LSD) criteria (33,347 items). That was completed at the end of FY15. Now that all monographs are complete for these divisions, CMS has begun transfer the serials identified by both divisions.
 - b. **CIC SPR** - We identified and transferred approximately 40,000 items from our collection to the BTAA (CIC) Shared Print Repository. We have also identified approximately 150,000 volumes for deduplication against the CIC Shared Print Repository. No systematic deduplication has been initiated at this time as the working group is largely engaged in the Google digitization efforts.
- F. Service to the BTAA (CIC) and Other Bodies** – In addition to my normal position as a member of the CDO/ERO group, my service to the CIC in FY2016 included serving as a member of the Shared Print Repository Collections Committee (now folded). During FY15, I chaired the HathiTrust’s Print Monograph Archive Working Group. After submission of the report in the spring of 2015, my work

continued on this project at a low level until my recent appointment to the HT Shared Print Advisory Committee. I also continue to serve on the HT Collections Committee.

V. Progress made on Unit Annual Goals for FY16 (as enumerated in the FY15 Unit Annual Report);

- A. Significant Individual Goals:
- a. **Personnel** – Continued support for searches, and continued my efforts to build relationships with and support for new librarians.
 - b. **Unit Operations** – Continued developing the Office of Collections and Technical Services as an administrative entity, worked with CAM on its own internal reorganization, and with collective of units on preparing for FY17 budget process.
 - c. **E-Resource Statistics** – Developed improved e-resource usage statistics and provision of data necessary to support subject specialists in planning for FY17 materials allocation.
 - d. **CAPT Reorganization** – Completed work with AD for IT on reorganizing the work of CAPT and associated working groups.
 - e. **Significant Acquisition** – Supported and engage in negotiations with vendor about significant acquisitions, including many enumerated above.
 - f. **Retool Office of Collections and Technical Services Website** – Listed as goal pending availability of new CMS. To date, no progress has been made.
 - g. **Research** – Continued personal/unit engagement in multiple research projects in the coming year. One invited paper was submitted, multiple conference presentations were completed, and one paper continues to be in process.
- B. Significant Collaborative Goals
- a. **Personnel** – Continued supporting library’s recruiting efforts through administrative work and service on search committees.
 - b. **Collection Development/Policy Issues** – Initiated examination of several activities through pilot projects, including ebook acquisitions and streaming media via Acquisitions unit. All three examinations were successful and led to continued support/exploration. In addition, completed revisions of Library’s practices for assessing fees for reproduction services, executed review of A&I Services in order to provide data to subject specialists, and completed restructuring of resources on ER14 – moving many resources to appropriate subject funds. .
 - c. **Unit Service Programs** – Examination of e-reserves and physical reserves services in preparation for FY17 budgeting continues. Support Oak St. public service location and pilot into gathering user services stats for technical services units initiated.
 - d. **Collection Management** – Made modest progress on efforts to rationalize the management of our print collections. Completed process of contributing to CIC SPR, examined the possibility for deduplication against CIC SPR and begun moving forward in a limited manner, eliminated government documents backlog, etc....
 - e. **Google/Waterfall Digitization Efforts** – Continued efforts to support this initiative.
 - f. **BTAA (CIC) Activities** –
 - i. CIC SPR – Contributed to execution of CIC Shared Print Repository and local implementation
 - ii. Continued efforts to support new collections initiatives

VI. Unit Annual Goals for FY17

- A. **Personnel** – Continue to improve process for searches, and continue my efforts to build relationships with and support for librarians.
- B. **Unit Operations** – Continue developing the Office of Collections and Technical Services as an administrative entity, working with CAM on its continued reorganization activities (including move to Room 1 and workflow reconsiderations in light of colocation with Acquisitions), implementation of public service statistics gathering, and with collective of units on preparing for FY18 budget process.
- C. **Collection Development/Policy Issues** – Initiate ind9 review akin to er14 review completed in FY16 with intend of moving resources to appropriate subject funds.
- D. **E-Resource Statistics** – Continue development of improved e-resource usage statistics and provision of data necessary to support subject specialists in planning for FY17 materials allocation.
- E. **Materials Allocation** – Continue providing support and direction for subject specialists as we negotiate the campus' current fiscal situation.
- F. **CAPT Reorganization** – Continue with AD for IT on reorganizing the work of CAPT and associated working groups.
- G. **BTAA SPR 2.0** – Coordinate submission of Illinois' bid to serve as the second hub for the continued operations of the Shared Print Repository.
- H. **DPLA Service Hub** – Continue making progress on development of DPLA service hub.
- I. **College of Medicine** – Contribute to the Library's work with UIC on the developing College of Medicine and coordinate the Library's response to the campus-level accreditation process.
- J. **Significant Acquisition** – Support and engage in negotiations with vendor about significant acquisitions, and promote opportunities for engagement in further acquisition of primary source materials.
- K. **Collection Management** – Continue moving forward on rationalized management of print collections, deduplication against the Share Print Repository, etc....
- L. **Retool Office of Collections and Technical Services Website** – pending availability of new CMS.
- M. **Research** – Continue personal/unit engagement in multiple research projects in the coming year.

II Statistical Profile

1. Facilities

- User seating counts – N/A
- Number of hours open to the public per week – ca. 45

2. Personnel

- Thomas H. Teper, Associate University Librarian for Collections and Technical Services, and Associate Dean of Libraries (1.0 FTE)
- Esra Coskun, Collections Analysis and Planning Specialist (0.5 FTE)

Student Wage Allocation = \$0.00

3. User Services

N/A

4. Other statistics (optional)

N/A

III Appendices (optional)

N/A