

Office of Collections and Technical Services
ANNUAL REPORT, JULY 1, 2016 – JUNE 30, 2017
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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 FY17 (July 1, 2016 to June 30, 2017);

- A. Significant Collection Development Activities** – Although opportunities for making significant acquisitions were plentiful in FY17, the tightening of the University Library’s budgetary flexibility in light of three years’ of constrained resources have led to a more conservative purchasing program. Conservative fiscal management, a desire to address identified priorities, and opportunity, however, presented me with the ability to make significant investments during that time. They included:
- a. **Special Collections Acquisitions** – The Office of Collections and Technical Services provided support for the RBML to acquire approximately the papers of Haki Madhubuti and the Third World Press late in the fiscal year. This acquisition strongly compliments the papers of Gwendolyn Brooks and will serve to make Illinois a hub for scholarly work on the Black Arts Movement in Chicago.
 - b. **Reveal Digital KKK Newspapers and Investment Fund Contribution** - Continuing the strong support that Reveal Digital received from BTAA members for the *Independent Voices* digitization effort, we are supporting their digitization of numerous Klan publications from the early 1900s as well as supporting their *Diversity & Dissent* investment fund, a model that will support the digitization and public access to additional materials akin to those already digitized by *independent Voices*. If you are interested in knowing more about *independent Voices* (<http://revealdigital.com/independent-voices/>), the KKK project (<http://revealdigital.com/kkk-newspapers/>), or the *Diversity & Dissent* investment fund (<http://revealdigital.com/diversity/>), please look at the links referenced.
 - c. **Alexander St. Acquisition** – Leveraging this year funding, the University Library acquired six products from Alexander Street Press. They are not turned on and activated yet, but these five resources include:
 - i. **Border and Migration Studies Online**
 - ii. **Broadway HD Collection**
 - iii. **Counseling and Therapy in Video, V**
 - iv. **Ethnographic Sound Archives Online**
 - v. **Ethnographic Video Online, IV**
 - vi. **Underground and Independent Comics, v. 2**

- d. **Elsevier Major Reference Works** – Using committed subject funds and end of year funding, we purchased the Major Reference Works in sciences, social sciences, and humanities listed below this message.
 - e. **Gale’s Times (London) Digital Archive, 1986 - 2011** – The current product stopped coverage in 1985. This purchase extends coverage to 2011.
 - f. **Society of Automotive Engineers Tech Papers Backfile, 1906 - 1997** – This one-time acquisition replaces a subscription product previously supported by the Library’s engineering funds, saving the Library’s Engineering fund several thousand dollars annually.
 - g. **IOP Ebook Offer** – Wrap up funds completed the acquisition of available IOP ebook backfile content.
 - h. **JSTOR and Muse Ebooks** – Building on successful pilots with both Muse and JSTOR, some end of year funding was allocated to continue delivering ebooks from these providers to our patrons.
 - i. **Yankee Book Peddler** – A prepayment was made to YBP to support acquisitions in FY18.
 - j. **Other Collections Initiatives:**
 - i. **Open Textbook Network (OTN) Membership Contribution** – This one-time payment helped CARLI fund a consortia-wide membership to the Open Textbook Network and provide opportunities for some of our own personnel to attend an upcoming meeting.
 - ii. **Internet Archive Scanning** – There was a minor overage on IA scanning for the Google waterfall that was covered with end of year funding. Support of this operation has allowed the University Library to continue supporting the “waterfall” processing associated with the Google Book Scanning Project.
- B. FY18 Budgetary Planning** – In preparation for FY18, the Office of Collections and Technical Services worked to develop requests to the campus for support for Library Materials. As part of this, we worked to develop models that would support Interim Dean Mischo’s proposal that we make reductions and reallocations to cover price increases.
- C. 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 FY16 supporting pilots with JSTOR and Project Muse Ebook programs, and the Library moved the FY16 Kanopy pilot to solid funding for FY17. As FY17 closed, resources were identified to continue support (based on data) for the JSTOR and Muse ebook pilots.
- D. 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. In the last year, she also provided critical decision-support information to the Library that was utilized to make retention decisions for e-resource purchases.

- E. **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:
- Provided resources to the RBML to support a one-year position to process the Madhubuti Papers. The search is currently in process.
 - Provided resources for IHLC to process and enhance access to manuscript collections.
 - Provided resources for CAM to continue processing backlogged collections materials. Coordinated Illinois' contribution to the newest phase of the HathiTrust's Copyright Review Management Service (CRMS), a project that has completed copyright reviews for hundred's-of-thousands of orphaned works over the last decade. At present, Illinois has two individuals actively engaged in copyright review efforts.
- F. **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.... Following FY16 efforts to secure 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, we worked to integrate deduplicated state publications from the Illinois State Library into the workflow. Additionally, we secured funding from the Library's materials allocation to cover all costs for Internet Archive digitization.
 - b. Implemented the Library's efforts toward developing the Illinois Service Hub for the Digital Public Library of America (DPLA). This involved completing the hire of a Metadata Services Specialist and initiating work on behalf of the service hub team members (Illinois State Library, CARLI, and UIUC)
- G. **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 FY17;**

- 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. The most significantly impacted area is the Rare Book and Manuscript Library, a unit that only reports to the Office of Collections and Technical Services from the middle of the year. Currently, the RBML operates under an interim head, and lost a curator, a manuscript specialist, and a registrar in the last year. The bright spot is the hire of Lynne M. Thomas, who will join the unit in September 2017. In CAM, the unit continues operating short one Monograph Cataloging Specialist, although there are interviews scheduled for a replacement in September 2017. There have also been various staff retirements in both CAM and Acquisitions. Several of these positions are being refilled, but not all.
- 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 continues to pay for numerous expenses that formerly sat on the operating side of the budget, including our annual OCLC activities, continued digitization with the Internet Archive, etc.... As we plan for FY19,

there will be significant pressure to both identify areas in which further reductions may be made to support price increases without campus support.

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

In addition to continuing to develop new relationships in light of the library's organizational realignment, the Office of Collections and Technical Services has two new reporting units. Upon the departure of the former Director of the Rare Book and Manuscript Library, this unit was assigned a reporting relationship to the Associate Dean for Collections and Technical Services. As FY17 came to a close, the departure of the Associate Dean for Research led to the temporary affiliation of the Scholarly Communications and Library Publishing Unit to the Office of Collections and Technical Services.

IV. **Contributions to Library-wide programs**

- A. **Restructuring of CAPT** - During the FY16, 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. This work continues to evolve, with a successful initial review of the progress to date.
- 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 2016 - 2017. During this time, the AUL for Collections and Technical Services successfully completed negotiations numerous academic professionals or faculty members, including three members of the Library Resident Program. 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 FY2017, including the preparation of the annual report and budget request to the Office of the Provost (spring 2017). 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 1, 3, 5% scenarios.
- D. **Academic Professional Promotion Implementation Team (APPIT)** – During FY17, the AUL for Collections and Technical Services chaired a team that completed a review and assignment of rank for sixty-eight academic professionals with only one contested ranking. As FY18 opens, APPIT seeks to submit its final recommendations to the Library's Executive Committee.

- E. **Library Residency Program** – During FY17, the AUL for Collections and Technical Services contributed significant time to the implementation of the Library’s Residency program.
- F. **College of Medicine** - During FY17, the AUL for Collections and Technical Services served as a member of the Urbana-campus’ College of Medicine Resources and Infrastructure Team. Members of this team prepared text for the campus’ submission to the Board of Trustees, the Illinois Board of Higher Education, and the medical education accreditation board. For the library, this included assessments of resource and personnel needs, space planning for the temporary space in Everitt Lab and the eventual remodel of the Medical Sciences Building, etc.... Based upon this advocacy, the University Library should receive a base materials allocation of \$500,000 (in addition to one-time funding), a librarian, and a graduate assistant.
- G. **Collection Management** – During FY2017, I worked closely with Mary Laskowski, Jenny Maddox Abbot, Cherie Weible, and Michael Norman on multiple collection management projects.
- a. **BTAA SPR** - We identified and transferred approximately 40,000 items from our collection to the BTAA (CIC) Shared Print Repository. We have also identified and deduplicated approximately 150,000 volumes against the BTAA Shared Print Repository. In the spring of 2017, we submitted a successful proposal to the BTAA for Illinois to host phase two of the BTAA’s Shared Print Repository, and proposal that carries nearly \$250,000 in personnel support for the next five years.
- H. **Service to the BTAA and Other Bodies** – In addition to my normal position as a member of the CDO/ERO group, my service to the BTAA in FY2017 included serving on the planning committee for the 2017 BTAA Libraries Conference held at Purdue University, coordinating the development of a proposal to secure access to OCLC/GreenGlass on behalf of the BTAA membership (still under discussion), and coordinating the University of Illinois’ successful proposal to serve as a home for Phase Two of the BTAA Shared Print Repository. , . During FY16, I also served on two HathiTrust committees, including the HT Collections Committee and the HT Shared Print Operating Committee.
- V. **Progress made on Unit Annual Goals for FY17 (as enumerated in the FY16 Unit Annual Report);**
- A. **Significant Individual Goals:**
- a. **Personnel** – Continued to improve process for searches, and continue my efforts to build relationships with and support for librarians.
 - b. **Unit Operations** – Continued developing the Office of Collections and Technical Services as an administrative entity, worked with with collective of units on preparing for FY18 budget process.
 - c. **Collection Development/Policy Issues** – Initiated ind9 review akin to er14 review completed in FY16 with intend of moving resources to appropriate subject funds. This will be continued in FY18
 - d. **E-Resource Statistics** – Continued development of improved e-resource usage statistics and provision of data necessary to support subject specialists in planning for FY18 materials allocation.
 - e. **Materials Allocation** – Continued providing support and direction for subject specialists as we negotiate the campus’ current fiscal situation.
 - f. **CAPT Reorganization** – Completed first annual review of reorganized CAPT and associated

working groups.

- g. **BTAA SPR 2.0** – Coordinated submission of Illinois’ successful bid to serve as the second hub for the continued operations of the Shared Print Repository.
- h. **DPLA Service Hub** – Continued making progress on development of DPLA service hub.
- i. **College of Medicine** – Contributed to work with campus entities on the successful submission of College of Medicine proposal.
- j. **Significant Acquisition** – Supported and engaged in negotiations with vendor about significant acquisitions as detailed above, and engaged in acquisition of primary source materials, including the Haki Madhubuti Papers.
- 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** – Submitted two papers in last year and three conference presentations.

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** – Completed examination of e-reserves and physical reserves services in preparation for FY17 budgeting. 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 BTAASPR, led efforts to deduplicate journals against BTAA SPR, and contributed to reduction of backlogs and hidden collections.
- e. **Google/Waterfall Digitization Efforts** – Continued efforts to support this initiative.
- f. **BTAA 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 FY18

- 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, begin working with CAM and Acquisitions on organizational issues, as well as discussions about Repository Services, and with collective of units on preparing for FY19 budget process.
- C. **Collection Development/Policy Issues** – Complete 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 FY18 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 efforts to ensure relevance and impact of CAPT.
- G. **BTAA SPR 2.0** – Implement Illinois' role 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. **Significant Acquisition** – Support and engage in negotiations with vendor about significant acquisitions, and promote opportunities for engagement in further acquisition of primary source materials.
- J. **Collection Management** – Continue moving forward on rationalized management of print collections, deduplication against the Share Print Repository, etc....
- K. **Retool Office of Collections and Technical Services Website** – pending availability of new CMS.
- L. **Research** – Continue personal/unit engagement in multiple research projects in the coming year.

VI. Needs to Achieve Goals

More hours in the day...

VII. Details about Graduate Assistants

The Office of Collections and Technical Services employs one graduate assistant. The position is endowment funded. The incumbent supports the Office of Collections and Technical Services. Likely projects shall focus on the analysis and forecasting of expenditures for the current fiscal year, supporting the development of the annual collections budget for the upcoming fiscal year, and prepares materials for the Library's subject specialists that will assist in their role as fund managers. The candidate is involved in gathering and analysis of electronic resource usage data and working with the Coordinator for Library Assessment on assessment and analytics projects.

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 (1.0 FTE)
- Justin Williams, Turyn Graduate Assistant (0.25 FTE)

Student Wage Allocation = \$0.00

3. User Services

N/A

4. Other statistics (optional)

N/A

III Appendices (optional)

N/A