

ACQUISITIONS UNIT ANNUAL REPORT-
July 1 2014-June 30 2015
Submitted L Wiley

UNIT NARRATIVE

Acquisitions which includes Electronic Resources, manages the work to acquire, pay for and make available new material for the Library collections as well as maintaining all recurring resources (including renewals, serial check in, and updates). The work covers ordering, tracking and paying for material as well as copy cataloging and 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. Acquisitions staff handle any question about the unit processes for any library staff member or faculty member. The unit tracks and 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.

Unit changes: Staffing

Acquisitions staffing underwent considerable change this year. Key staff members retired including: Beth Trotter the LOA and 32 year veteran for all firm ordering, Account Tech I staff member Jaelyn Jefferson and Senior Library Specialist Mary Anderson. Both were also long term employees. The E resources specialist Mr. Ziso left the Library's employ in Spring of 2014. Diane Pye, Library Specialist transferred to the Music Library at the end of the last fiscal year. The unit successfully hired replacements or promoted from within to cover the work required. The unit welcomed Rosemary Trippe (had been working as AC hourly part time) in February to replace Mary Anderson and to also handle the domestic continuations previously done by Katie Dorsey. Katie Dorsey took on most all of Beth Trotter's duties in Spring of 2014. The Account Tech II position was rewritten and opened to candidates as a level II. We hired Allison Darsham as Account Technician II in June of 2014 but she decided to return to her old job at the Law School within a few weeks due to a promotion offered there. Dustin Reinhart then transferred from the Library Business Office (LBO) to handle all recurring invoice work in the unit. He also has responsibilities in LBO to work with Chad Lewis in all invoice approvals, Ledger fund input, fund transfers and Banner reconciliation back-up work. Nada Sweid was hired as the Arabic Library Specialist, a new hire made possible with the consolidation of academic hourly funds in Acquisitions and CAM. With the need for a Chinese specialist made apparent in FY14 when Acquisitions learned more about

Chinese ordering, another new position was made possible again with Academic Hourly funds to hire Hueih-Lirng in May 2015. Media work defaulted to Acquisitions in January 2015 and Ginger Schutz transferred from CMS at 50% time to cover those orders. The unit received approval to hire a Graduate Assistant and we welcomed Rebeca Ciota in the summer of 2014 (she was renewed for an additional year). She has learned all aspects of acquisitions work., trained staff in the online wiki input, completed the LibGuide for bibliographers and has taken on many projects and assisted in fulfilling daily work in the unit all year .The Library received approval to hire two academic professionals: one as the Eresources and Acquisitions Support Specialist (line previously held by Mr. Ziso) and for an Acquisitions Support Specialist (Beth Trotter's line). National searches were held for both of these openings. Christopher Morgan accepted the Eresources position and began work in March 2015. George Gottschalk accepted the Acquisitions Support position and will begin in September of 2015.

Several staff were audited and received promotions including Tammie Redenbaugh, Mirella Bajric and Katie Clayton who due to their increased level of cataloging skills and the volume of work done in their areas, moved from Library Specialist to Senior Library Specialist. Two staff had taken on significant new work responsibilities and moved from Senior Specialist to LOA. Katie Dorsey took over the bulk of Beth Trotter's work in managing the work to handle staff schedules, all firm orders including the labor intensive RBML orders that require tracking and manages all incoming material distribution to staff working with Library Receiving and Delivery. Joyce Catchings formalized her role as the approval manager handling the bulk of the core academic orders for print title orders and ebooks order via YBP as well as all the cataloging work and invoice reconciliation.

These staff changes have provided an excellent opportunity to plan for unit reorganization. The work will be finalized in the Fall with the arrival of Mr. Gottschalk. A priority is to provide for optimal support for eresources, to allow for staff to with specialized language skills to work directly with bibliographers in offering the support needed to both build and access collections, to offer more outreach to library faculty and staff and to begin planning for system migration. The new hires and subsequent training and reorientation and all subsequent job descriptions and evaluations took up a considerable amount of the unit head's time in FY2015. In total there were eight positions filled including the half time graduate assistantship with two being transfers as well as five audits and subsequently five promotions.

Other Significant Unit Changes:

Procurement problems continue to plague the Library, the exemption we have held for several years was lost this year when the legislative process failed to execute the full renewal. Amendments in the form of bill riders also failed. The Eresources librarian's work was greatly impacted as licenses became problematic and spend levels for the fiscal year exceeded sole source amounts for some vendors. She had to execute a number of last minute sole sources and in record time to allow for approved purchases for

FY15. She has developed excellent relationships with purchasing staff but at this date we do not have a clear process other than to assume certifications, SPO approvals and sole sources for this upcoming FY. This will take a significant amount of her time.

The unit welcomed a record number of bibliographers this year to the Library including librarians who are veteran faculty but who took on new fund responsibilities. Acquisitions worked to update information for them, introduce them to services, and provided orientation and training to: Amy Atkinson, Celestina Savonius-Wroth, JJ Pionke, Kit Condill and Melanie Emerson as well as refreshing processes with librarians who took on new fund responsibilities.

Goals set in 2014 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.

- Resolve access issues to SFX: worked with CAPT and Library IT to review SFX server issues from 2014 and investigate hosted solutions: FY2015 the decision was made to move it to CARLI for their hosted solution. SFX access has not been an issue since
- Introduce more shelf ready: a new plan was implemented in January of 2015 after working with SHEL faculty and staff and the YBP technical staff. The plan covers the profiled approval plan slip orders as those can be readily identified for the specialized treatment by YBP at the time an order is placed. A potential new 5-7,000 titles may now come in as shelf ready. Katie Clayton manages the receipt and review of the service and will assess it in 2016 for accuracy and cost benefits. Stephanie Baker was instrumental in setting up the technical specifications.
- Eresources access: Revise process for new online serial title orders and also a review process for renewals. And increase ebook vendors for title by title ordering on YBP GOBI: over 2000 serial titles were reviewed for online access with corrections made including dropping non-IP authenticated online access options reverting to print only when necessary. A new tracking plan was set up for new single title serial orders to confirm payment and then activation sequences
- Detailed record keeping plans :Started work on record list for collection purchases (anticipating a system migration and need for detailed records as back up)
- Enhance foreign language cataloging: This year new work flow plans were set up to route these materials in the vernacular for special ordering and receiving. Shipping assists in making sure these come to room 12 and are sorted appropriately. Students were hired to handle serials in the vernacular, interim work flows for orders and receipt were implemented while the unit worked towards the ideal pre search and

order line item POs. With that work, the unit completed a final phase of IAS acquisition transition: hired new staff, created new funds, transitioned into PO line item obligated ordering

- Complete staff Wiki of current documentation: majority of staff input workflows, new AP for Acquisitions will complete this in 2016 as it will allow for complete orientation of work flow.
- Complete new LibGuide with new updates on all Bibliographers material: done except for a tab for ebooks and eserials
- Award contracts for serials and for monographs (RFPs ongoing): Done and implemented
- Consolidate standing orders: in process
- Assessment: with EBSCO renewal for FY16 collection use stats for several years were provided for online titles, this was matched to bibliographers orders and provided for ease in review for cancellation candidates this year
- Complete IMLS Ebook study: done and enhanced with final look at Science use
- Close down CARLI PDA and continue Local PDA: done
- Evolve process for buying trips and explore ways to enhance: done with trips to India, Africa, Cuba, Turkey and China tracked and a documented process worked out with the Library Business Office, Acquisitions and IAS.
- Virtual book plating: continue to add fund recognition notes on endowed purchases to title records, this year began to meet post FY end of year with Office of Advancement staff to highlight expends made on those funds, sent a record of all purchase in FY15 and will continue that in subsequent years.
- Evolve Acct Tech II responsibilities: Done: he is now doing fund input and Banner work and will be doing more batch uploads, wire transfer and credit card adjustments and now does all vendor adds
- Resolve lack of Banner scanned invoices announced 2014: Acquisitions keeps copies of all invoices paid and experimented with paper filing vs scanned pdfs and will implement final system in FY16.

Accomplishments by area:

Staff training and development:

- Provided forums to all library staff and faculty on GOBI use and profile changes
- Did orientations for new bibliographers (individually)
- Did training on LibGuide and published it for bibliographer training
- offered Voyager sessions in the Fall
- Trained new hires in the unit
- Worked with CAM on facilitated training in LC classification and copy cataloging
- Sent staff to CARLI training and recommended some for supervisory training

- Referred staff to CARLI forums and webinars as well as NISO library practical webinars on licensing, cataloging, assessment

Assessment

- All Fund reports are managed and run weekly through Acquisitions and training on them offered. Also use detailed in new LibGuide.
- Tracked and assessed spending with Voyager summary reports
- Serial inflation reports were run and analyzed (title by title comparison) for FY16 budget
- Serial cancelation reports run and expends totaled for FY16 budget done
- Monitored all one time and permanent fund transfers and sent totals for budget build
- Approval allocation balances run weekly in Acquisitions: reallocations done in Spring and when opening the new fiscal year.
- EBSCO renewals this year included data on 3 years of comparative use (for those titles online)
- L Wiley contd joined the Assessment committee and worked on the ARL and Education stats with the assessment coordinator
- Reviewed online access for ebooks done at title level and also all EBSCO online serials and adjusted activations and work flows as needed based on results.
- Monograph Claims cancels reviewed for vendor performance and reventing to another supplier
- PDA turnaround assessment resulted in change in shipping from 2 day to regular cutting shipping fees to less than half of previous costs with turnaround of 3 business days maintained.

Bibliographic Control

Acquisitions staff typically import a full bibliographic record for all orders submitted to a vendor when an order is title by title. If a record is not available then a brief record is created and a full one overlaid later. Blanket order titles sent on a profiled plan are cataloged upon receipt. Cataloging statistics indicate that Acquisitions staff enhanced or added over 33,000 bibliographic records to Voyager and added over 50,000 MFHDS and item records during FY2015. The unit brought in 170,000 via bulk import processes for orders and for vendor supplied records including for purchase on demand programs. The unit continues to buy records for German, Spanish, French and Italian covering about 7,000 items acquired. All YPB are promptcat with a portion full shelf ready continuing through 2015. CAM handles foreign language material for those languages not covered by Acquisitions staff and when original cataloging is needed. CAM also provides for the OCLC service that allow for a more complete or enhanced record overlay from OCLC (this service was suspended due to OCLC changes and is live again for FY2016).

Public Engagement

Acquisitions provides services to purchase material on demand or to obtain access to a book that is received but not yet cataloged. The Rush and PDA services cover over 1000 such requests annually.

The Unit head served on the Mortenson Committee and assisted with planning for program evaluation work with consultants. Eresources faculty and staff provide information on eresources use and troubleshooting

The EResources librarian and unit head led one class of the GSLIS Financial Management Class LIS 569 November 2014. The unit head offered a review of transactional logs for a LIS Research Methods Round Table on Transaction Logs and other Usage Data April 2015.

Presentations provided:

- Baker, Stephanie contributed the UIUC work on Shelf Ready for the CARLI Technical Services Committee Forum on that topic. The information will be published in Fall 2015 and is available as a report on the CALRI website. <http://www.carli.illinois.edu/exploring-shelf-ready-services>
- Morgan, Chris provided a presentation to OCLC Fellows on library academic positions at UIUC, May 8, 2015.
- Shelburne, Wendy was part of an invited panel presentation on Serial Broker Services at the Charleston Conference November 2014
- Wiley, Lynn convened a panel of metadata experts for the PVLIR (ALCTS Publisher Vendor Library Relations IG) at ALA Annual July 2015
- Wiley, Lynn was invited to the ALA RUSA History Librarians interest group to talk about ebook use in the Humanities at ALA Annual July 2015
- Wiley, Lynn gave a presentation on a comparative discipline study of ebook use at QQML, Paris France May 2015
- Wiley, Lynn gave a presentation on the ROI of ebook use at UIUC at the Arabic Special Library Association in Abu Dhabi UAE March 2015
- Wiley, Lynn gave a presentation of the last phase of the IMLS ebook study at Charleston Conference November 2014
- Wiley, Lynn as a member of the CARLI Collections Working group planned for a CARLI forum of ebooks May 2015

Collection Maintenance and Development

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 almost 80,000 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.

Funds were well managed and a minimal amount of monograph monies were left in FY15 with Science funds committed to the purchase price of the Springer ebook archive. The Eresources Librarian handled the many thousand 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 90,000 ebooks added to the online database in FY2015 and more into FY16 that were purchased in FY15. 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.

The unit head and eresources librarian continue to serve on the Collection Development Committee.

The EResources librarian did a review of the central ER14 fund and worked with the Office of Collections and bibliographers to move those ER14 funds that support specific discipline research to the appropriate subject fund. This resulted in a more manageable central pool of funds to support the general or interdisciplinary online collections.

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. Thanks to the EResources librarian, we had an agreement and signed license in place. It was therefore easy enough to set up a pilot program to test the capabilities and use of this system. It was implemented in the Spring of 2015 and will be assessed in Spring 2016.

The CARLI PDA was put in limbo due to budget cuts at CARLI therefore the technical set up was shut down on the I-Share Catalog and the YBP account was suspended. Over 1000 CARLI call slips came in during FY15 with 900 filled with a rush purchase of the title. These books are considered jointly owned with the CARLI membership but their permanent location is UIUC. The program benefited all CARLI members and was initiated in February of 2012. Over 2500 new titles not previously purchased by any I-Share library were circulated and added to the collection as a result of this program. The local PDA program, where records that match the order slips that go to bibliographers are loaded in to the catalog for demand driven rush ordering continues to be active. Monographs not yet ordered by a bibliographer can be requested by students, faculty and staff. This year 700 were purchased this way with 90% available in 3 days.

Demand Driven programs for University Press ebooks were planned for in FY2015 and covered two offerings: Project Muse ebook offerings as well as the JSTOR ebook content. The Project Muse program provides access to all the university press books in the Project Muse platform. Use will be for one year and titles selected for ownership (based on use) at the end of the year. The records were loaded in August 2015 and will be evaluated in 2016. JSTOR records for all those press books (over 30,000) will be loaded in September 2015 for demand driven purchases and funded by a deposit account. This program is unique as the 3 Illinois campuses worked together in FY2015 to negotiate shared access to

these ebooks with all 3 campuses owing a copy of a triggered ebook at a discounted price. The two programs will provide for a good assessment of ebook use which will help guide future purchases in this area.

As the result of extensive RFP processes, three contracts were awarded to vendors for July 1 2014 start dates. These are contracts that other libraries in the state may piggy back on. SWETS and EBSCO won the serial bids and YBP the monograph. SWETS subsequently went bankrupt but we had the foresight to question their processes and had not initiated any orders with them. This FY15 processes were updated and enhanced with the two remaining vendors.

Articulate goals set for the unit for FY2016 (July 1, 2015 – June 30, 2016).

- Sole sources for FY16: move all current recurring spends over sole source limit to a sole source process
- Support eresources purchasing processes
- SFX Data Clean up: analyze duplicate holdings to resolve redundant display, work towards annual process for this work. Work towards optimal results display
- Prepare for migration: update serial records, continue to work on lists of collections purchased both one time and recurring for optimal documentation
- Enhance Outreach to library clientele: offer forums on Media, GOBI, ordering overseas, demand driven programs and ebook use
- Assessment: expand offerings on collection use
- Buying trips: provide assistance and evolve process
- Reorganize Acquisitions: with all staff in place finalize plans on unit workflow
- Cataloging training: work with CAM team leaders on training plan for all staff
- Evaluate and report on results of Kanopy, JSTOR or Project Muse demand programs working with CDC.
- Enhance bibliographer order potential with overseas vendors E
- Evaluate the YBP shelf ready records and cost benefits
- Manage the FY2016 purchases and expends

II STATISTICAL PROFILE

1. Facilities/NA

2. Personnel

Lynn Wiley	(Faculty)	(100%)
Wendy Shelburne	(Faculty)	(100%) In E Resources
Stephanie Baker	(AP)	(49%)

Kit Condill	(AP)	(100%) moved to ACQ in 2011 accepted position as Slavic bibliographer in Spring 2015 and moved to IAS
George Gottschalk	(AP)	(100%) will begin September 2015
Christopher Morgan	(AP)	(100%) Hired for March 2015

Joyce Catchings	LOA Approvals (100%)	2014
Katie Dorsey	LOA 100%	Spring 2014

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	
Lea Howard	Senior Specialist	
Hueih-Lirng Laih	Library Specialist	hired May 2015
Diana Long	Senior Specialist	
Linda Morris	Library Specialist	
Diane Pye	Library Specialist	transferred to Music in early 2014 year
Faraba Parish	Senior Specialist	
Tammie Redenbaugh	Senior Specialist	
Dustin Reinhart	Account Tech II	transfer from LBO Fall 2014
Ginger Schutz	Library Specialist (50%)	transfer from CMS January 2015
Rosemary Trippe	Library Specialist	hired Winter 2015
Nada Sweid	Senior Specialist	hired Fall 2014
Tonya Webb	Senior Specialist	

Grad Assistant: Rebecca Ciota hired for August contract 2014-2015 and renewed for 2016

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)

3. User Services

The following data will be provided by the Office of Services for individual Library units, as well as Library-wide: Gate Count and/or Head Count NOT APPLICABLE. Circulation NOT APPLICABLE

Troubleshooting tickets (SFX) ERTECH and ERWG: 137 on old OTRS system plus 300 on new for a total of 437
Number of presentations to groups (staff for the most part) with Number of participants in group

GOBI and YBP updates	20
YBP profiling	10
Voyager Acquisitions training	25
Bibliographer orientations (5)	1 attendee per each

Held regular open office hours with Wendy and Tom monthly

Appendix I-Statistics

FY 2015 to FY2014 Comparison

	<u>2015</u>	<u>2014</u>
Monographic Firm Orders	12,860	15,127
New Serial Orders	56	74
Approval Receipts:		
Domestic:	14,402	13,987
Foreign : European/ Latin American/Slavic	16,872	15,723
MISC Approval:		
LC Field Offices, Scores, Art approvals, other misc.	8,765	7,668
GIFTS processed through Acq	45	88
Total new titles (add in firm orders)	53,000	52,593
Serial issues (Check-)in	23,355	26,014
(Now includes all of IAS issues)		
Back issues	51	85
TOTAL items handled	76,355	78,607
Monographic Cancellations	664	526
Serial Cancellations	158	41

These statistics do not include the ebooks added as part of packages which numbered over 100,000 in 2015. Staff also prepped slightly less than 7000 invoices with 32,472 line items for the 17.5 million dollars of collection material acquired, cancelled almost 700 monograph orders that could no longer be supplied and claimed 2500 titles that were not sent by claim deadlines of 60 day minimum for domestic publishers. Staff monitored 150 approval funds and over 403 state and special funds on behalf of the bibliographers. This year at year end we completed hundreds of inactive POs and eliminated old funds to keep the database more efficient and accurate.