

# Collection Management Services (CMS) Annual Report

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## I Unit Narrative

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Collection Management Services (CMS) is responsible for a variety of services within the University Library, including electronic course reserves (e-reserves), print reserve processing for the Undergraduate Library and Central Circulation, media reserves processing, gift materials processing, and remote storage at the Oak Street Library Facility.

A growing part of the unit responsibilities is to provide services relating to large-scale collection management, whether they be transfers, retrospective cataloging projects, physical shifts of collections, or some combination of all three. Almost all such projects have multiple benefits in terms of access for patrons and inventory control, and in some instances quite unique hidden collections have been discovered and made available.

The tasks Collection Management Services performs are varied, and this year CMS worked closely with Content Access Management (CAM) and Acquisitions to transfer the media cataloging and media ordering responsibilities to those partner Technical Services units, respectively. These tasks are similar to other cataloging and ordering efforts happening in those units and allowed CMS additional time to focus on other tasks.

In FY15, the Oak Street High Density Storage Facility continued to evolve its workflow and expand its role in the library system. Continued evolution of daily operations workflow has again increased efficiency of existing services and introduced greater control of holdings. New services have created relief for fellow library units and increased patron access.

During FY15 the Oak Street Library Facility accessioned 173,690 items into the facility, increasing the total holdings to 3,814,819. Outside of the regular Oak Street workflows of retrievals, refiles, and the ingestion of new material, the staff was extremely busy working on a the large Google Book Digitization project that significantly increased the number of retrievals and refiles over the fiscal year.

The first large scale project based around OSLF material began at the end of FY14 and has been sustained over the entirety of FY15. As the size of the collection held at Oak Street has grown over the years, so have the numbers of retrievals and refiles. Starting with a scant 2,214 requests in its first full year of operation,

the retrievals grew to 37,854 in FY13. The launch of the project in FY14 more than doubled the number of retrievals to 87,806 and the sustained project further increased the annual total to 109,808 for FY15.

Refile operations have seen a similar increase over the years. Starting with a mere 1,749 refills in its first year of operation, the totals increased to a high of 36,282 in FY14. Although the project began in FY14, refills were not affected until the first items started to return in FY15. As a result, the facility experienced an increase that nearly quadrupled the total refills to 141,921 in FY15.

As noted in the FY14 annual report, new workflows and procedures were developed to handle the sheer volume of material. The existing LAS inventory management software was not designed to manage large scale collection management projects so the staff had to develop unique workflows to ensure the material was handled as efficiently and carefully as possible. The empty space vault 3N was converted to a staging and receiving area for project material using temporary shelving and sorting areas.

Beyond the regular and project workflows, OSLF officially opened its circulation desk and reading room in FY15. During the year, the desk was open Monday through Friday from 1pm-4pm. FY15 was a test phase for the reading room and required staff mediation for patrons to choose the OSLF pick-up location. One of the most significant advantages discovered over the previous year was for patrons conducting onsite research. Patrons were able to request large runs of material (such as serials or law material) for use at the reading room. As a result, patrons had much faster access to the resources, library facilities did not have to transfer the material, and other library locations were not burdened with finding space for the researcher within their limited footprints. Patrons currently have access to university wifi, a public workstation, an all-in-one printer/fax/scanner/copier, and plenty of flat workspace in the reading room. FY15 proved that the Oak Street service desk and reading room were an effective expansion of the library's services to the extent that beginning with the Fall 2015 semester, the desk will be open M-F 9am-4pm and the location will be a full-service, unmediated circulation location.

During the course of FY15, the facility reached 92% capacity which further drove the planning to shelve 3N, the final existing vault. Shelving is schedule for installation during winter FY16 and preparation was underway in FY15. Surplus shelving material purchased in previous years was inventoried and consolidated into 3N. Relocation included the removal surplus material from the top of 40' static shelving units as well as material stored in aisles. At the same time, OSLF tray stock was moved out of 3N and stored in new locations within aisles and in the receiving area. The shelving project also prompted the purchase of a new Raymond 5500 Series Order Picker to be delivered in FY16. The order picker is smaller and far more affordable than the two existing Raymond Swing Reach lift trucks used in the facility. Due to its shorter reach, the order picker will be primarily used in vault 3S and 3N where it can easily reach the top of the 30' mobile shelving units. Although, its reach is not equal to the lift trucks, we expect that it will still provide access to roughly 80-90% of the material held at Oak Street. Ten Gryphon 'Type B' repository trucks, which can be mounted directly to the order picker were also ordered. The trucks will be used to shelve incoming material and dramatically reduce the amount of physical handling required during the shelving process. Previously, shelving required staff to lift trays often exceeding 40 pounds up to or possibly over their head to load onto the lift trucks.

In December of 2014, CMS internally transferred 1 FTE library specialist out to the facility primarily to assist with workroom and circulation desk duties bringing the Oak Street staff up to 5.5 FTE civil service and 1 FTE academic professional. The individual also began lift training in the summer to assist with vault work. Additionally, two more CMS library specialists based in Main have begun lift training to serve as substitutes or to compliment the Oak Street staff during high demand times.

The FY14 annual report noted flaws in the design and construction on the floors in both 3S and 3N. A process to repair failures was identified and implemented in FY14. During FY15, additional failures were found in unrepaired areas and it was determined that the best course of action was to implement the epoxy repair on all wire/rail joints throughout vaults 3S and 3N regardless of condition. Those preemptive repairs were executed at the very beginning of FY16 in preparation for the shelving of vault 3N.

CMS continues to improve the e-reserve service and underlying copyright clearance service. The unit has now been using Ares by Atlas Systems for two years and has continued to grow our relationship with SIPX (our current vendor for copyright permissions). Both of those implementations have greatly decreased the amount of time required between a faculty/instructor placing an e-reserve request and when it is available for use by students. Instructors are also discovering the benefits of being able to reuse lists from past semesters within Ares. They can see past lists and copy some or all of their previous items to a new semester in a quick and easy process. With this increase in instructors reusing lists within the system, e-reserves processing delays are at an all-time low, and less staff time is dedicated to supporting this service, allowing more time to be allotted for other unit priorities.

This year alone, more than 160,000 items passed through the hands of and were processed by the permanent and project staff of Collection Management Services. This number includes a wide range of formats, level of cataloging complication, size and scope of projects, and workflows to follow. Both the permanent and project staff working in CMS must be flexible, focused, able to pay attention to nuanced differences in simultaneous projects, change gears quickly, and trust the collaborative leadership and process that has become the hallmark of the unit.

### **CIC Shared Print Repository**

This year the Library began contributing the CIC's Shared Print Repository (SPR), processing materials to be sent to Indiana's high-density storage facility as shared holdings. The consortium will keep one shared print copy, as these are serials for which we have full, electronic access. Our first shipment of materials was retrieved, cataloged as per Indiana's specifications, boxed, and shipped in June. This year, 4,797 items were sent to the SPR, 394 items were rejected due to condition or incompleteness and so were not sent, and 1,028 items were withdrawn against the holdings of the SPR.

### **Google Project**

The Library continued the Google Project again this fiscal year. The majority of the materials to be scanned are located in our Oak Street High-Density Storage Facility, and so are being retrieved by our Oak Street staff. In addition, materials are being pulled and transferred to Oak Street from the Main Stacks and departmental locations. Although the project and the vast majority of material is focused at the Oak Street

facility, this year an additional 8,603 items have been processed for Google and transferred from the Main Stacks to the Oak Street Facility.

### **Grainger Serials**

Collection Management Services completed a project from the end of the previous year, working quickly to transfer serials from Grainger Engineering Library to Oak Street in order to assist with a surprise, very short deadline the library was given. This year CMS pulled and processed 9,295 items to Oak Street and discarded 748 items that already have a copy located at Oak. The extra layer of difficulty with this project is the distance between the materials to be transferred and the staff, book trucks, and workspace of those doing the work. We have created a successful route between Grainger, Main Library, and Oak Street, driving empty and fully loaded book trucks between the buildings as needed.

### **Prairie Library**

As the Prairie Research Institute prepares to close its doors December 2015, CMS has been assisting in transferring materials to Oak Street, both into standard stos and Rare Book (rbos) holding locations. In addition to simply transferring the location of these items, project staff have often had to find or create OCLC records for the items, as many of these are local or state publications without an OCLC number in the local record and so are unable to be transferred to Oak Street without the catalog record being enhanced. So far, CMS has transferred 3,251 items, and the project will continue throughout much of the next fiscal year.

### **ACES Transfers**

As part of the Prairie Research Institute closing, the ACES library has been working to make room for incoming materials. To help free up shelf space for future Prairie items, CMS processed 13,717 items out of ACES, either transferring to Oak Street (12,143 items) or withdrawing duplicated items from the collection (1,574 items).

### **PSED and LSD**

Collection Management Services completed the transfer of 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). Now that all monographs are complete for these divisions, CMS will transfer the serials identified by both divisions next year.

### **Slavic Backlog**

CMS has made great progress in making materials in the Slavic Language Backlog accessible to patrons. All materials were sorted, organized, and moved into project surge space for CMS to begin processing these uncataloged materials. This year 8,989 items were searched for in OCLC, and 3,267 of those have been successfully added to our catalog and transferred to Oak Street. In addition, 2,549 items have been identified as duplicates of material we already hold and so have been discarded following our usual withdrawal procedures or were offered to other institutions. Of the materials searched, 3,173 will require

original cataloging and so are passed to more senior staff to process.

### **SSHEL**

Collection Management Services continues to assist SSHEL with a variety of projects requiring original cataloging, in addition to assisting with the transfers of materials to Oak Street in larger batches. In particular, CMS has been working on two backlogs of materials: the Curriculum Collection, which contains a variety of formats and educational kits, and the S-Collection. The S-Collection materials were items that had been set aside as duplicates to be discarded, but the subject specialist had concerns that they were not true duplicates, and so asked for the help of CMS. This project required requesting the “duplicate” copy from Oak Street to do a side-by-side comparison of the materials. Through these various workflows, CMS staff processed 5,861 monographic transfers, 2,549 Curriculum collection items, and 2,735 S-Collection items.

### **C-Collection**

Collection Management Services had been working on the C-Collection (college and university publications) for more than two years, with the vast majority of items from domestic institutions being completed. What remained for this project, work that was completed this fiscal year, is the original cataloging of items for which no OCLC record exists (2,144 items), as well as wrapping up copy cataloging (359 items) and discarding remaining duplicates (71 items). What remains for a future project is the international portion of the collection, which is estimated to be approximately one-third the size of the domestic C's but has the added difficulty of requiring language expertise in several languages.

### **Crochet Collection**

In January 2014 Library staff member Gil Witte donated a large collection of materials documenting the history and practice of the art of crochet to the library. CMS has been cataloging these materials for the Rare Book & Manuscript Library. Named the Tennyson Library of Crochet for Witte's great-grandmother Flora Emily Tennyson, the collection documents the history and practice of the craft through journals, patterns, samples, and manuals. The collection consists of approximately 7,000 items, and 1,247 original catalog records were created and added this fiscal year.

### **Cavagna**

As part of Collection Management Services' dedication to improving access to and condition of our collections, as we discover items that are part of the Cavagna Collection through other project work, or Main Stacks staff discover items as part of their work, we add the Cavagna collection note to the catalog record as per RBML guidelines, and the physical items are sent to Oak Street for better environmental conditions. CMS has added this additional access point to 3,558 Cavagna items this year.

### **Main Stacks and Misc. Transfers**

Collection Management Services does a variety of smaller transfer projects identified throughout the year. For example, subject specialists or GSLIS classes have periodically streamered items that CMS then transfers to Oak Street (1,607 items); finished clearing the remaining microfilm left in Room 1 (1,121

items), transferring theses and dissertations to Oak Street (124 items); and processing materials identified by the Architecture and Art librarians in the main stacks for transfer (370 items).

### **Gift & Last Copy Programs**

Included in the unit priorities and statistics are the Gift and Last Copy programs, which are processed within Collection Management Services. The library received nearly 22,000 volumes as gifted materials this past year, not including larger named collections discussed separately. These materials have been searched against our local catalog and sorted appropriately between what is added to our collection (5,307 items), what is sent to Better World Books (9,477 items), and what is discarded, often for condition and mold concerns (6,288 items). In addition, CMS handles the processing of Last Copy items, which are sent to us as the keepers of the last copy of an item that is held in the state. Through this program, we added 1,963 items to our collection this year, which is more than three times the number of items we received to add last year.

### **Duplicates**

This year Collection Management Services withdrew 8,377 items that met the criteria for withdrawal from our Library catalog. This is not a stand-alone process but rather a component of all Oak Street transfer projects. All materials slated to be withdrawn from the collection are shelved and available for a minimum of two weeks for any Library staff to view and flag for keeping in the collection.

### **Departmental Transfers**

This fiscal year Collection Management Services took over the responsibility of transferring materials from departmental libraries to Oak Street in order to help continue the recentralizing efforts of the Technical Services Division, reducing the need for many units to duplicate similar efforts, to save costs on the training of the cataloging and physical preparation required for items housed in the high-density storage facility across multiple units, and to streamline the transfer workflow between the two halves of the Collection Management Services unit. A full break down of statistics can be found in the appendix, but a total of 14,945 items were transferred to Oak Street by CMS. On average, CMS processed 65 transfers per day, working with an average of 12 different libraries each month. Of the items to be transferred, approximately 2% (264 items) needed new catalog records to be imported or created before sending into high-density storage, more than 6% (918 items) required some level of physical stabilization before being sent, and 6% (891 items) were withdrawn rather than being sent to the facility, as they duplicated volumes already held at Oak Street and so did not meet the criteria for sending to the facility.

CMS goals for FY15 were as follows:

- Publicize and streamline operations for the new Reading Room at the Oak Street Library Facility.
  - The Reading Room will open in August 2015. Some logistics and improvements will be ongoing, but good progress has been made towards this becoming a full-service circulation location.

- Work with Library Facilities to plan for moving all of the CMS staff to Oak Street (remodel 3<sup>rd</sup> floor).
  - This is still in the planning phase, but progress has been made securing a plan for consolidating all staff in the unit at one location at Oak Street.
- Create and expand workflows to accommodate performing all transfers to Oak Street high-density storage, freeing up departmental staff for other responsibilities and improving consistency and efficiency in processing.
  - CMS successfully began transferring all materials to Oak Street in June of 2014.
- Continue, and potentially finish, participation in the CIC Google Book Search Project.
  - This work will continue through December 2015 at the least, with the possibility of extending the project further.
- Ramp up operations for deduplicating within the Oak Street collections, as well as across Library locations for both monographic and serial materials.
  - Work has begun in identifying workflows and options for this complicated effort, but no deduplicating has begun yet.
- Increase participation in the CIC Shared Print Repository.
  - The Library began contributing materials to the Shared Print Repository in June 2015.
- Complete PSED and LSD division transfers from central stacks to Oak Street.
  - All monographs have been transferred. Serials will be transferred during the next fiscal year.

CMS goals for upcoming years are often difficult to determine as so much of the work performed by the unit is driven by Library priorities related to shifting construction deadlines and the outcome(s) of New Service Model Initiative Implementation teams. There are a few goals for the coming year which should however remain a priority regardless of other needs.

CMS goals for FY16:

- Continue to expand the services and use of the Reading Room at the Oak Street Library Facility.
- Work with Library Facilities to plan for moving all of the CMS staff to Oak Street (remodel 3<sup>rd</sup> floor).
- Continue, and potentially finish, participation in the CIC Google Book Search Project.
- Ramp up operations for deduplicating within the Oak Street collections, as well as across Library locations for both monographic and serial materials.
- Complete transfers of our contributions to the CIC Shared Print Repository.
- Begin deduplicating our collection against the CIC Shared Print Repository.
- Complete PSED and LSD division serial transfers from central stacks to Oak Street.

## II Statistical Profile

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### 1. Facilities

User seating counts (if applicable)

- At tables: 16
- At public workstations: 1
- Informal/other: 2

Number of hours open to the public per week (if applicable)

- Summer II 2014: 15 hours
- Fall 2014: 15 hours
- Spring 2015: 15 hours
- Summer 1 2015: 15 hours

### 2. Personnel

Mary Laskowski (Faculty) (100%)

Andrew Cougill (AP) (100%)

Jenny Maddox Abbott (AP) (100%)

Mickie Bailot (Senior Library Specialist) (100%), until May 2015

Jose Bermudez (Library Specialist) (100%)

Alex Bragg (Library Specialist) (100%)

Julie Bumpus (Senior Library Specialist) (100%)

Rebecca Clayburn-Wright (Senior Library Specialist) (100%)

B.A. Davis-Howe (Senior Library Specialist) (100%)

Martha Degutis (Senior Library Specialist) (100%)

Michael Donovan (Library Specialist) (100%)

Kara Hagen (Senior Library Specialist) (75%)

Nick Hagen (Senior Library Specialist) (100%)

Sarah Heald (Library Specialist) (100%)

Debbie Jones (Library Specialist) (100%)

Scott Mann (Senior Library Specialist) (100%)

Ithamar Ritz (Senior Library Specialist) (100%)

Melanie Rusk (Senior Library Specialist) (100%)

Ginger Schutz (Library Specialist) (100%)

Ben Stone (Library Specialist) (100%)

Lisa Wells (Senior Library Specialist) (100%)

Gil Witte (Library Operations Associate) (100%)

Hewitt Preston Wright (Library Specialist (100%), beginning March 2015

Millie Wright (Library Specialist) (100%), beginning May 2015



The wage budgets for CMS and Content Access Management have been combined the last couple of years to provide greater flexibility in operations, as most of the hourly employees share similar skill sets and can then more easily shift from one project to the next. The combined state wages for CMS and CAM was \$401,976. An additional \$17,687 in unrestricted gift funds was allocated for various cataloging backlogs, and an additional \$203,840 was Collection Management Services' portion of the Google Project Funding. These funds were used to hire both student employees and academic hourly employees, depending on the project tasks required. The combined weekly average of hourly employees for both units was 15 FTE, spread across both units and multiple projects as needed.

### 3. User Services

Desk Tracker statistics from Sweeps Week

**Email:** 15

- Email < 5 minutes: 12
- Email 5-15 minutes: 2
- Email 15-30 minutes: 1

**In Person:** 2

- In Person <5 Minutes: 2

**Phone:** 11

- Phone <5 Minutes: 5
- Phone 5-15 Minutes: 5
- Phone 15-30 minutes: 1

**Reserves:** 59

- OTRS Information/Directional: 7
- Reserves Processing <5 minutes: 4
- Reserves Processing 5-15 minutes: 18
- Reserves Processing 15-30 minutes: 8
- Reserves Processing 30-60 minutes: 15
- Reserves Processing 1-2 hours: 5
- Reserves Processing 2-3 hours: 2

### 4. Other statistics (optional)

Cataloging

- Bib Creation: 12,559
- Bib Modification: 21,614
- Holding Action: 134,628
- Item Creation: 20,578
- Item Modification: 643,861
- Total: 833,240

Reserves

- E-reserves accessed: 197,446

- E-reserve items: 24,507
- Physical reserves: 3,145
- Total reserves: 27,652

## SIPX

- Readings: 467
- Enrollment: 3803
- Bought: 2536
- Spend: \$7,815.46
- Est. Spend: \$34,889.34
- % of Est.: 22%

Oak Street High Density Storage  
Collection:

- Accessioned: 173,761
- Re-Accessioned: 363
- De-Accessioned: 671
- Removed from OSLF: 308
- Retrievals: 112,143
- Refiles: 142,149

## Tours:

- Number of tours: 13
- Number of tour guests: 157

## Preservation

- Carts for Oak St: 277 A-frame carts; 106 book trucks
- Envelopes: 8,388
- Wraps: 624
- Ties: 1,672
- Boards: 222
- Tip-ins: 57
- Mending: 26
- Glues: 19
- Pockets: 9
- Total: 11,017

**III Appendices (optional)**

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**FY15 Project Summary**

Project	# of Items Processed
LSD Monograph transfers to Oak Street	33,347

<b>PSED Monograph transfers to Oak Street</b>	<b>2,121</b>
<b>Slavic Language Backlog</b>	<b>8,989</b>
Items searched for OCLC records	8,989
Items added to collection	3,267
Duplicates discarded	2,549
<b>ACES</b>	<b>13,717</b>
Transfers to Oak Street	12,143
Withdrawn duplicates from ACES	1,574
<b>Grainger</b>	<b>10,043</b>
Serials transferred to Oak Street	9,295
Duplicates withdrawn from the collection	748
<b>Google Project transfers from Stacks to Oak Street</b>	<b>8,603</b>
<b>CIC Shared Print Repository</b>	<b>6,219</b>
Sent to the SPR	4,797
Rejected, did not send to SPR	394
Withdrawn against the SPR	1,028
<b>Cavagna notes added and transfer to Rare Book Oak Street</b>	<b>3,558</b>
<b>Prairie Research Institute Transfers to Oak Street</b>	<b>3,251</b>
<b>SSHEL monographic transfers to Oak Street</b>	<b>5,861</b>
<b>SSHEL S-Collection</b>	<b>2,735</b>
Items searched	2,735
Replaced damaged or paperback copies	125
Dust jackets added	434
Unique books added to the collection	78
Duplicated copies added to collection	351
Books sent to BWB	2,181
<b>SSHEL Curriculum</b>	<b>2,549</b>
Items searched	2,549
Items needing original cataloging	215
Items needing copy cataloging	881
New curriculum items added to the catalog	568
<b>Misc. Project Oak Street Transfers</b>	<b>3,222</b>
Items flagged for Oak Street by subject specialists (yellow streamers)	1,607
Thesis and Dissertations transfers	124
Transfers of Architecture and Art materials in Main Stacks to Oak Street	370
Microfilm transferred from Room 1 to Oak Street	1,121
<b>C-Collection</b>	<b>2,574</b>
Cataloged and transferred to Oak Street	359
Problems (items needing original cataloging before transferring to Oak)	2,144
Duplicates (discards not added to the collection)	71
<b>Crochet Collection</b>	<b>1,247</b>
Bibliographic records imported	3
Bibliographic records updated	232
Bibliographic records created	1,012
<b>Gift Program</b>	<b>21,072</b>
Searched	21,072
Added to collection	5,307

Sent to Better World Books	9,477
<b>Last Copy Program</b>	<b>1,963</b>
<b>Departmental Transfers</b>	<b>14,759</b>
<b>Duplicates withdrawn from the collection</b>	<b>8,377</b>
<b>Total items handled by CMS in Main Library</b>	<b>160,023</b>

### FY15 CMS Departmental Transfers Summary

Total Items	14,945
Average items per Library for the year	1,272
Average Items per working day	65
Average Libraries per month	12
Items needing Copy Cataloging	201
Percent needing Copy Cataloging	1.3%
Items needing Original Cataloging	63
Percent needing Original Cataloging	0.4%
Items needing stabilization	918
Percent needing stabilization	6.1%
Items sent to RBOS	199
Percent sent to RBOS	1.3%
Items withdrawn	891
Percent withdrawn	6.0%

### FY15 CMS Transfers by Sending Location

Location	Items
ACES	476
Arch & Art	324
Chemistry	436
Classics	2,959
Communication	227
Engineering	538
HPNL	615
IAS	89
Lit Lang	10
Music	787
Prairie	949
RBML	118
SSHEL	141
Stacks	1,525
Undergrad	3,422
UniHigh	192
Preservation	2
Binding	987
<b>Total</b>	<b>14,945</b>