

Acquisitions and Cataloging Services (ACS)

FY2020 Annual Report

(July 1, 2019– June 30, 2020)

Submitted by
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I Unit Narrative

FY20 was both the exciting and challenging year for the Acquisitions and Cataloging Services (ACS) unit. During FY20, the Library migrated an integrated library system to ExLibris Alma and a discovery service to Primo. Since our unit is responsible for acquisitions and cataloging of the library's collection, we have been busy planning and preparing the migration as well as training of the new system in the FY20. The last four months of FY20 were under the COVID-19 pandemic, so we had to prepare all data migration work and planning staff train remotely.

1. Major activities and accomplishments

1.1. System Migration

The Library, along with the CARLI libraries, embarked on its integrated library system migration work as the FY20 started. The migration meant a complete change in the ACS unit as a whole and each staff member in the unit's day-to-day activities. We worked closely with the CARLI staff as well as Library's Alma Migration Team to prepare the migration including:

- reviewing acquisitions and catalog data,
- identifying areas of data cleanup,
- developing workflows for different data cleanup projects and executed them,
- planning training program,
- updating acquisitions and catalog workflow documents.

1.2. Acquiring and Providing Access to Library Collections

While preparing for the migration, all existing daily work in the unit continued on. Because of the migration schedule, we had a short fiscal year (six weeks) in FY20 and for those six weeks, we could not use any systems for ordering, invoicing, receiving, and cataloging of newly received collections via purchase and gift, as well as uncataloged resources.

Acquisitions

Although the FY20 was a short fiscal year, the acquisitions team and George Gottschalk, the Director of Acquisition, worked closely with selectors, vendors, the Business Office, and the Campus to make orders and create and pay invoices as much as possible within the limited timeframe. In total, we have created 3,320 purchased orders and 5,108 invoices in addition to managing 8,096 recurring purchase orders (POs). We received 3,286 print serials and checked in 13,088 serials issues. For print monographs, we have received 36,736 new items through firm orders. However, this number does not include five Library of Congress field plans and multiple titles ordered on single PO line items.

In FY20, we expanded our European blanket order profiles from three to twelve, as well as autoship plans. This approach greatly reduces the number of individual POs and PO lines in our unit, and frees the time of selectors to work with faculty on outreach and instruction to improve overall library services.

Electronic Resources acquisitions and management

In FY20 electronic Resources completed approximately \$13 million in renewals and new purchases covering databases, e-journals, e-books, and new collections to support the Carle College of Medicine. Electronic resources also provided trials to selectors as requested. The Electronic Resources Librarian Wendy Shelburne renewed EBSCO serials contract and GOBI contracts as well as approximately 35 other licenses and renewals requiring signature to process. Also notable in this work is the completion of the first of its kind transformative agreement with IEEE, which will allow for all Illinois authors' submissions to IEEE to be open access. When the COVID-19 shutdown occurred in March 2020, the Electronic Resources Librarian, working with reference, set up numerous free trials to accelerate much needed immediate access to an assortment of electronic resources and absorbed tittle by title e-book ordering and email delivery of item links to users to continue to support research and pedagogy. We expect that the needs for electronic resources will grow more as the Library moves toward the e-first fulfillment model.

For FY20, the Electronic Resources Cataloger Willy Kries added about 433,000 new electronic resources titles in the system. These were e-books and e-serials from vendors and publishers including SpringerLink, Taylor & Francis, ProQuest Ebook Central, ECCO, Wiley Online Library, and Elsevier ScienceDirect. In addition, there were about a million maintenance actions taken to update existing URLs in the bibliographic and holdings records, and overlay existing records with more enhanced bibliographic records.

Creating and Modifying Catalog Records

During FY19, ACS staff have created and added 471,314 bibliographic records and modified 93,347 bibliographic records in total. We have created 475,168 and modified 106,758 holdings records, and added 57,098 new item records for physical materials to the catalog. The breakdown of those newly added items by language and material type are available below. This year, there was many holdings data work because of the data cleanup performed for the system migration. As in past years, most of the new records added are in the English language. However, we also cataloged items in more than 180 different languages. The most prominent foreign languages were Latin (9,427) and German (5,753), followed by Spanish (4,447) and Russian (2,503).

Digital Collections

Metadata consultation, provision, and creating activities are ongoing. During FY20, approximately 2,000 digital items and their metadata were ingested into the digital library. The Metadata Services Specialist Tricia Lampron spearheaded the metadata standard and design of the Metadata Gateway that serves as a portal for all digital contents created by the campus and the Library. As the Metadata gateway harvests metadata from multiple sources (Digital Special Collections, IDEALS, Illinois Databank, Newspapers, and Digitized Books), the best practices for metadata organizations was also developed to maximize the discovery service. The Metadata Services Specialist also worked closely with other units related to digitization, preservation, and special collections to provide help on metadata practices, organization of content, and functionality in the digital library for ongoing and new projects

HathiTrust Digital Library

We worked as a gatekeeper of the metadata to the HathiTrust Digital Library. We packaged metadata files

for digitized content by Google, Internet Archive, Digitization Services, and the Law Library to make our digital content available through the HathiTrust Digital Library. We also provided print holdings data to HathiTrust. During the pandemic, as HathiTrust developed the Emergency Temporary Access Service that allowed our campus patrons' access to all digital content available in HathiTrust that we have as print holdings, we submitted two additional datasets to support optimal access to our collections. Since the system migration, we are developing a new workflow to get the data from the new system.

HathiTrust copyright review

HathiTrust copyright review is being conducted to improve access to limited view volumes, where legally possible. The University of Illinois Library is one of twenty academic libraries participating in review of monographs published in the US from 1923 to 1963 to determine if any monographs are no longer protected by copyright and have entered the public domain. Qiang Jin has reviewed 3,060 HathiTrust monographs during FY20.

Illinois Digital Heritage Hub

In FY20, the Illinois Digital Heritage Hub (IDHH) launched its own webpage, [DPLA Local](#). Joshua Lynch, the Visiting Metadata Services Specialist for IDHH, led the efforts working closely with DPLA Tech team. In addition, we have been actively engaging with users via blog posts, metadata assessment, office hours, and presentations at the local meetings and conferences. Metadata cleanup work has been published as a research paper "[Analyzing and Normalizing Type Metadata for a Large Aggregated Digital Library](#)" in spring 2020.

PCC NACO

The PCC NACO work is relatively new project in our unit and the Library, and I am so happy to report that the NACO has finally integrated into the regular ACS workflows. The previous NACO Coordinator Nicole Sotomayor made the great foundation for the NACO program until September 2019, and then Chloe Ottenhoff took on the work since then. During FY20, the NACO team contributed 631 NACO records and the Music Funnel separately contributed 82 records. A detailed report is available below.

Data Cleanup

Data cleanup has been a big part of our unit's FY20 work. In order to make the migration process as smooth as possible and to better work with the new system, we followed the CARLI and ExLibris guidelines on data cleanup projects for almost the whole FY20. Tricia Lampron prepared all reports from the guidelines. Before the Tech Freeze on May 23, 2020, we had touched about 2 million records (bibliographic, holdings, and item records) in batch or manual processes. For the data cleanup work, we hired two new undergraduate students, one extra help, one graduate hourly, and reallocated two undergraduate students' hours in addition to staff members' work, especially during the COVID-19 quarantine work schedule. In addition, a significant amount of cleanup was required in SFX for migration preparation. We anticipated that we would continue the data cleanup work over the next several years.

Another accomplishment during the pandemic was the MARCette records processing. Among 134,000 MARCette records that do not have OCLC numbers, our staff members searched 44,544 records and found 29,676 matching quality OCLC records. This work will greatly improve discoverability of our unique collections in OCLC Connexion and WorldCat.

Best staff awards

Our own Stephanie Baker and Faraba Parish won the Outstanding Academic Professional Award and Outstanding Civil Service Staff Award respectively. This epitomizes the dedication and hard work of all our

members in the unit.

2. Major challenges

2-1. System migration

The first and the biggest challenge in FY20 was the system migration during the pandemic. The system migration meant that we had to learn a new system that uses the data differently and we had to develop new workflows for things we have been doing for the last 18 years. This also meant that all staff members needed to learn a new system, new workflows, and new terms that are different from what they used before. All workstations needed to be reconfigured with new paths and new software had to be installed to each staff member's computer. We believe that everyone in the unit has finally settled into the new system and is now familiar with the new workflows.

2.2. Staff changes

Since FY19, our unit has experienced many staff changes. In FY19, three faculty librarians left (one retired, two moved to other units) and four staff retired. In FY20, we lost four academic professionals and one staff. Fortunately, we hired two staff members in FY20 to fill the gap that happened last fiscal year (Arianna Adkins for LABO and Yaoming Tuan for serials processing). In the meantime, many staff members (including Liz Potsch, Rosemary Trippe, Willy Kries, Brian Clark, David Lotts, Stephanie Baker, and Patricia Lampron) stepped up to pick up additional work to provide continued service.

2-3. A short fiscal year

The system migration hit the all acquisitions (both print and electronic resources) work hard. As we had to close our ledger six weeks earlier than a normal fiscal year, we had to make all orders two months earlier than usual and create and pay invoices six weeks earlier than our normal schedule.

3. Significant changes

- Alma

We have a new integrated library system since June 23, 2020 and this changed everything the ACS has been doing, i.e., ordering, receiving, cataloging, and invoicing. We are all learning the new system and new workflows.

- Short of staff

Due to the retirements and resignations, several staff members changes their job descriptions to take on additional responsibilities.

- Hybrid workflows

To support staff members working from home during the COCOVID-19 pandemic, we came up with various data cleanup projects to have better records in the new system.

4. Contributions to the Library-Wide Programs

ACS and its members has been involved in and contributed to projects inside and outside of the library in FY20.

Data Provision

- ARL annual library statistics
- ACRL library statistics
- Quarterly fund manager report
- HathiTrust

Digital Library Development

- Provided Metadata scheme and best practice documents
- Consulted with stakeholders

Digital Publishing

- Provided e-book catalog and information needed for e-book publishing

5. Review of FY19 goals

We have accomplished our FY19 goals in a satisfactory manner.

- Preparation for new ILS: Our dedicated group of professional staff members planned the migration works and all staff members helped the data cleanup and training. Although there is a lot of work that should be done and improved over the years, we would like to say the initial migration work is successfully completed.
- Become involved in national and international groups: FY19 is the first year that our Library's PCC NACO work is finally integrated into the regular program thanks for staff members work diligently work for coordinating and creating NACO records.
- Empower the staff: During FY19, we have developed several training programs in addition to the Alma training sessions. For Alma, Alisha Taylor created both documents and videos for specific topics so staff can access to whenever it is needed. In addition, we developed a series of cataloging training program as below for staff members. All these sessions were prepared and presented by fellow staff members. Lastly, we provided a list of cataloging related training opportunities for staff members during pandemic, and a group of staff members took advantage to empower their skills.

6. ACS Goals for FY21

- Learning the system and improve functionality: We have learned a lot about working with Alma. However, there is still so much we can to learn in order to perform all acquisitions and cataloging activities better. In addition, there are areas we can customize to meet patrons' needs. We will continue to learn what Alma can do and what we can do in Alma and Primo in FY21.
- Electronic resources management and discovery: We will continue work to move the Library's current open URL service (SFX) to Primo, and continue to leverage improvements that are allowed for electronic resource management and discovery in Alma.
- Workflows and best practices: While we have updated the majority of our workflow documents, there are still many areas that need to be updated and developed for the new system. We will finalize the workflows and best practice documents in Alma and making them readily available to staff in our unit and the Library.
- Data cleanup: As our collection is huge, there is a lot of acquisitions and catalog data that should be cleaned up. The new system deals with the data differently than the previous one, there is an additional layer we have to look at. However, we think that it is a great opportunity to improve our data to comply with national standards and best practices. Again, the data cleanup work will continue throughout the next several years.
- Empower and support staff: We are committed to empowering each staff member to excel in acquisitions and cataloging work. We had a great start last year, and in FY21, we will find ways to personalize the training program and encourage appropriate staff members to take on available training programs. As it is required for each staff to perform various tasks, we will develop job and task related training, so many staff can be cross-trained. One of the successes we accomplished in FY20 was to have training sessions by fellow staff members based on their experience and expertise. We hope that such opportunities will allow staff members to feel confident in and

proud of their work.

7. Supports needed to accomplish goals

We will look for more online training opportunities for everyone in the unit in addition to develop in-house training modules. We look forward to having new staff in the unit who can take on electronic resources and supervisors' role as well as contribute in creation of best practices and training.

8. Graduate Assistants

During FY20, ACS had four 25% GAs, two second-year GA and two first year GAs. All GAs were supported by the Illinois State fund.

- Hanan Hazem Jaber was a GA for the Foreign Languages Cataloging team to catalog new Arabic and Persian acquisitions.
- Betsy Tucker was a GA for Acquisitions. She worked for workflow design, documentation, and copy catalog for newly received materials, especially the BTAA Oxford books.
- Tath Haver was a GA for IDHH. He worked for creating outreach materials including postcards and posters. In addition, he wrote IDHH Highlight blogs and helped design the outreach programs.
- Greta Heng worked on all aspects of the unit work. She created and updated the unit's LibGuides, cataloged comic books and general collections, and participated in linked data research projects.

II Statistical Profile

1. Acquisitions activities by Numbers

Activity	Number
Firm Orders	
New Items received in Voyager	19,865
New items received on blanket orders	16,871
Total items received*	36,736
Serials	
Recurring purchase orders **	8,096
Print serial titles checked in	3,286
Print serial issues checked in	13,088
Total # of POs created***	3,320
Total # Invoices created ***	5,108

*This number does not include the number of titles received on 5 LC field plans or multiple titles ordered on a single PO line item.

**Total number does not reflect number of titles as multiple titles were ordered on a single PO line item, particularly for electronic resources purchased as packages. Many of the purchase orders included in the total number are for individual titles ordered through EBSCO and Harrassowitz and require multiple staff interventions per year (ordering, renewal, payment, claiming, check in, etc.).

***Total number of purchase orders and invoices created each year include multiple line items for individual titles and/or package purchases.

2. Cataloging Records by Numbers

Catalog Records Created and Modified by ACS Staff during FY20

Records Type	Count of Items
Bibliographic Records Created	255,438
Bibliographic Records Modified	731,290

Holdings Records Created	309,163
Holdings Records Modified	174,566
Item Created	66,598

NACO

Type of record	No. of record	
	General	Music Funnel
Personal-New	518	50
Personal-Edit	53	10
Corporate-New	42	8
Corporate-Edit	9	2
Conference-New	3	
Conference-Edit	1	
Geo-New	1	
W/E-New	3	11
W/E-Edit	1	1
Total	631	82

Training sessions

Date	Topic	Presenter
5/21/2020	Microfilm	Brian Clark
5/28/2020	Map	David Griffith
7/16/2020		
6/4/2020	Rare book	Chloe Ottenhoff
6/25/2020		
6/11/2020	Music	Diana Eynon
6/18/2020	Media	Martha Degutis

2. Personnel

All Personnel

Name	Appointment	FTE	Duration
Han, Myung-Ja	Faculty	1	Full year
Jin, Qiang	Faculty	1	Full year
Shelburne, Wendy	Faculty	1	Full year
Baker, Stephanie	Acad. Prof.	1	Full year
Carlstone, Jamie	Acad. Prof.	1	Resigned in September 2019
Gottschalk, George	Acad. Prof.	1	Full year
Lampron, Patricia	Acad. Prof.	1	Full year
Morgan, Cristopher	Acad. Prof.	1	Resigned in January 2020
Kries, William	Acad. Prof.	1	Full year
Lynch, Joshua	Acad. Prof.	1	<i>Resigned in April 2020</i>
Ottenhoff, Chloe	Acad. Prof.	1	Full year

Ream-Sotomayor, Nicole	Acad. Prof.	1	Resigned in September 2019
Taylor, Alisha	Acad. Prof.	1	Full year
Adamczyk, Jan	Staff - SLS	0.5	Full year
Adkins, Arianna	Staff - LS	1	Started in March 2020
Agassi, Nazanine	Staff - SLS	1	Full year
Bajric, Mirella	Staff - SLS	1	Full year
Biggers, Vanessa	Staff - SLS	1	Full year
Birgerson, Susanne	Staff - SLS	1	Full year
Clark, Brian Patrick	Staff - LS	1	Full year
Clayton, Kathryn	Staff - SLS	1	Full year
Degutis, Martha	Staff - SLS	1	Full year
Denhart, Jessica	Staff - SLS	1	Full year
Eynon, Diana	Staff - SLS	1	Full year
Fehr, Gulya	Staff - LS	1	Full year
Gargya, Archana	Staff - LS	1	Full year
Grace, Madina	Staff - LS	1	Full year
Griffiths, David	Staff - LS	1	Full year
Howard, Lea	Staff - SLS	1	Full year
Huether, Sayaka Ichida	Staff - LS	0.5	Full year
Laih, Hueih-Lirng	Staff - LS	1	Full year
Lottes, David	Staff - LS	1	Full year
Machula, Lincoln	Staff - LS	1	Full year
Mann, Scott	Staff - SLS	1	Full year
Negruta, Elena G	Staff - LS	1	Full year
Nguyen, Catherine	Staff - Clerk	1	Full year
Parish, Faraba	Staff - SLS	1	Retired in June 2020
Pfeiffer, Debora	Staff - SLS	1	Full year
Potsch, Liz	Staff - LS	1	Full year
Qi, Xiaoping	Staff - SLS	0.6	Full year
Redenbaugh, Tamara	Staff - LOA	1	Full year
Reinhart, Dustin	Accn. Tech	1	Full year
Schutz, Virginia	Staff - LS	1	Full year
Sweid, Nada	Staff - SLS	0.8	Full year
Towns, Elonda	Staff - LS	1	Full year
Tuan, Yaoming	Staff - LS	1	Started in February 2020
Trippe, Rosemary	Staff - SLS	1	Full year
Webb, Tonya	Staff - LOA	1	Full year
Wolde-Medhin, Tesfaye	Staff - LS	0.5	Full year
Wright, Rebecca	Staff - SLS	1	Full year
Haver, Tath	Graduate Assistant	0.25	Aug. 2019 – May 2020
Heng, Greta Jie	Graduate Assistant	0.25	Aug. 2019 – May 2020
Tucker, Betsy	Graduate Assistant	0.25	Aug. 2019 – May 2020
Jaber, Hanan Hazem	Graduate Assistant	0.25	Aug. 2019 – May 2020
Total		48.9 (FY19:53.49)	

III Appendices

1. Bibliographic records created during FY20 by Language

Language	Count	Language	Count
Afrikaans	5	Latin	9,427
Akan	1	Latvian	1
Albanian	17	Lingala	1
Algonquian (Other)	40	Lithuanian	4
Amharic	90	Ganda	5
English, Old (ca. 450-1100)	6	Luo (Kenya and Tanzania)	1
Arabic	1,278	Macedonian	14
Armenian	6	Maithili	1
Mapuche	1	Mandingo	1
Awadhi	1	Austronesian (Other)	1
Azerbaijani	25	Marathi	3
Bambara	6	Maasai	1
Basque	3	Malay	1
Belarusian	18	Micmac	1
Bengali	28	Minangkabau	1
Berber (Other)	1	Maltese	1
Bantu languages	4	Mongolian	1
Bosnian	22	Mooré	3
Braj	1	Multiple languages	292
Buriat	1	Mayan languages	2
Bulgarian	29	North American Indian (Other)	9
Burmese	1	Neapolitan Italian	3
Central American Indian languages	2	Ndebele (Zimbabwe)	1
Catalan; Valencian	17	Ndonga	1
Chinese	925	Nepali	2
Mari	1	Newari	5
Church Slavic	2	Norwegian	22
Cheyenne	1	Nyanja	1
Coptic	2	Occitan (post-1500)	1
Creoles and pidgins, French-based	2	Oromo	6
Creoles and pidgins, Portuguese-based	2	Ossetic	2
Cree	2	Turkish, Ottoman	3
Czech	40	Otomian languages	1
Dakota	1	Panjabi	3
Danish	58	Persian	188
Slave (Athapascan)	1	Polish	565

Duala	1	Portuguese	505
Dutch	440	Prakrit languages	4
Efik	2	Pushto	1
English	425,350	Romance (Other)	795
English, Middle (1100-1500)	4	Romanian	134
Estonian	10	Russian	2,503
Finnish	36	Yakut	1
Finno-Ugrian languages	1	Scots	88
French	2,357	Sinhalese	3
French, Middle (ca.1400-1600)	81	Siouan (Other)	1
French, Old (842-ca.1400)	7	Sino-Tibetan (Other)	2
Georgian	1	Slavic (Other)	1
German	5,753	Slovak	21
Scottish Gaelic	4	Slovenian	17
Irish	12	Sami	1
Galician	1	Samoan	6
German, Middle High (ca.1050-1500)	2	Shona	5
Greek, Ancient (to 1453)	185	Somali	1
Greek, Modern (1453-)	151	Sotho	1
Swiss German	1	Spanish	4,447
Gujarati	1	Serbian	99
Haitian French Creole	3	Nilo-Saharan (Other)	1
Hausa	1	Swazi	1
Hawaiian	1	Swahili	134
Hebrew	671	Swedish	46
Hindi	150	Syriac, Modern	1
Croatian	40	Tai (Other)	2
Hungarian	282	Tamil	13
Icelandic	4	Tatar	2
Ijo	1	Telugu	1
Inuktitut	27	Tagalog	2
Iloko	2	Thai	6
Indic (Other)	3	Tibetan	4
Indonesian	12	Tigrinya	2
Ingush	1	Tok Pisin	1
Irish	7	Tswana	7
Italian	1,041	Turkmen	2
Javanese	1	Turkish	59
Japanese	480	Ukrainian	111
Kannada	2	Undetermined	2,229
Kashmiri	1	Urdu	9

Kazakh	14	Uzbek	5
Khmer	2	Venda	1
Kikuyu	1	Vietnamese	31
Kinyarwanda	3	Welsh	224
Kyrgyz	32	Wolof	3
Kongo	1	Yiddish	4
Korean	56	Zulu	1
Kurdish	2	No linguistic content	9,100
Ladino	2		

2. New Titles and items added to departmental libraries

* The number of bibliographic records and item counts in FY20 is significantly lower than FY19 because of the COVID-19 pandemic. We could not process print materials from March 23, 2020 to June 24, 2020, which is when we usually receive and process the majority of our print materials.

Location	Bib Count	Item Count
*Government Documents Online Collection	13,231	0
*UIUC Online Collection	433,716	119
Architecture & Art	1,326	1,974
Archives	1	
Carle Illinois College of Medicine	16	31
Center for Childrens Books	520	624
Chemistry	13	49
Communications	63	506
Engineering	144	301
Funk ACES	186	696
Govt. Documents	531	1,197
History, Philosophy & Newspaper	142	2,348
Illinois History & Lincoln Collection	199	259
International & Area Studies	793	3,110
Law	5	0
Literatures & Languages	372	2,078
Main Stacks	9,298	18,042
Map & Geography	586	817
Math	147	433
Music & Performing Arts	2,666	3,994
Oak Street	3,710	8,905
Oak Street BTAA Shared Print Repository	3	5
Prairie Research Institute	1	0
Rare Book & Manuscript Library	1,134	1,514
Reference	2	0
Residence Hall Libraries	2	0

Scholarly Commons	13	20
SSHEL	880	4,700
Undergrad	1,466	4,849
Uni High	50	418
Veterinary Medicine	43	96

3. Bibliographic records by type of resources

Type	Count
3D Object	8
Archival Collection	37
Artwork / Chart	52
Book	399,554
Film / Video	37,307
Kit	6
Magazine / Journal	9,602
Manuscript	1,096
Map, Atlas, or Globe	1,775
Mixed Material	1
Music Recording	15,114
Music Score	2,607
Software/Computer File	28
Spoken Word Rec.	897
Total	468,084