

Collection Management Services (CMS) Annual Report

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July 1st, 2019 – June 30th, 2020

I Unit Narrative

Collection Management Services (CMS) is responsible for a variety of services within the University Library. In addition to serving as a full-service library with associated patron services, the unit also includes the Gift program; the Last Copy program; departmental transfers to high density storage; the ingest, retrieval, and management of materials held at the Oak Street Library vaults; and ILL Scanning at Oak Street. In addition, a large 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. As most large-scale collection management projects span multiple years, many of these projects and priorities were begun in the previous year and extend into the future. As well as large-scale local collection management, CMS leads library efforts to participate in shared collections through our work with the Big Ten Academic Alliance (BTAA) Shared Print Repository (SPR) and the Google Book Search project.

As noted in the Library's Strategic Framework 2019-2023:

As a guiding principle, the University Library will strive to continually improve upon our collections and services by implementing best practices, fostering strong data analysis, and focusing on demonstrable contributions to campus and the scholarly communities that it supports. Whenever possible, we will develop and implement methods and strategies to measure services, in order to improve them and to communicate their value to the University.

The strategic directions and priorities most relevant to the work of Collection Management Services are:

SD1. Pro-active and trusted partners in scholarship, discovery and innovation

2. Optimize discovery of, access to, and accessibility of all library resources, collections, and services.

SD4. Strategic investments for a sustainable library environment

3. Build active, sustainable partnerships in order to expand access to, and diversity of, collections and services.

Project Work

Collection Management Services was, as usual, involved in a variety of projects this year, including transfer projects, deduplication projects, shifting projects, and cataloging backlogs, as well as two large consortial projects—the BTAA's Shared Print Repository 2.0 and the Google Book Search Project. Much effort was also dedicated to catalog clean-up projects this year in preparation for the Library's migration to the new Alma ILS.

In July 2019, CMS staff and hourly employees shifted the History, Philosophy, and Newspaper Library collection back into its permanent home after renovations of the space were complete, which was followed by a shift of the Literatures and Languages Library collection in August 2019.

Collection Management Services serves as the primary unit involved in library participation in the Google Book Search Project (<https://www.btaa.org/library/book-search/introduction>). The project greatly increases access to digitized library content through the HathiTrust Digital Library (https://www.hathitrust.org/digital_library). The majority of the materials to be scanned are located at the Oak Street Library and the Main Stacks, and CMS staff retrieve the materials, confirm bibliographic integrity, process the material for shipping including creation of associated metadata files, and reverse process all the material upon its return. In addition, any items rejected from the Google scanning process are evaluated for potential digitization through the Internet Archive. This fiscal year just over 56,000 items were processed and reviewed in relation to this digitization project. This project was, of course, also affected by the COVID pandemic, and so no materials were processed between mid-March and June. CMS continues to communicate and work closely with our Google partners to coordinate a timeline for starting up this work again.

This was the third year for the University of Illinois Library to serve as a host site for the BTAA Shared Print Repository (SPR) 2.0 (<https://www.btaa.org/library/shared-print-repository/introduction>). As the host site for the second phase of this project, the Library will be holding 250,000 items at Oak Street for the consortium, processing 50,000 per year for 5 years, and retaining all volumes for 25 years. Building on the progress of the first two years, this third year we added 41,736 to the repository, primarily to date from material held by the University of Illinois. This year we began accepting content from other BTAA institutions, with the University of Iowa being the first to send materials. In addition to ingesting content into the SPR 2.0, CMS continued efforts to deduplicate existing collections against the material held in the SPR 1.0 hosted by Indiana. This fiscal year an additional 26,541 serial volumes were locally withdrawn as they held by the consortium and also have robust electronic access.

Another large-scale collection management project this fiscal year was the Main Stacks Monographic Deduplication project. For this project, monographs that are duplicated within the main stacks (i.e. more than copy resided side by side on the shelf) are being withdrawn. Stacks hourly employees are comparing the multiple copies and pulling the copy in the worst condition, and CMS staff and hourly employees are processing all the items retrieved. During this fiscal year, this resulted in the deduplication of over 20,000 items.

Cataloging backlog projects CMS worked on this year include the Spanish Plays Collection and the Dittenberger-Vahlen Collection, both of which require language skills in Spanish and German, respectively. The collections are being cataloged with the help of Metadata Maker, digitized through Internet Archive, and stored in ideal environmental conditions at Oak Street for current and future researchers to discover. In addition, a multi-year, unique collection backlog was completed this year as CMS wrapped up work on the SSHEL Curriculum Collection backlog. Some projects were put on hold when staff began working remotely in March due to the pandemic, but other projects were perfect for working from home, such as assisting with Preservation Services' Woodward project and processing various gift materials.

Oak Street Library

The Oak Street Library houses the largest concentration of library materials within the University Library at over four million volumes and the collection covers all subjects and formats. This fiscal year we accessioned 71,169 items into the facility, increasing the total holdings to 4,174,358. Outside of the regular Oak Street workflows of retrievals, refills, and the ingestion of new material, the staff was busy working on the Google Book Search Project and the Big Ten Academic Alliance Shared Print Repository (SPR 2.0), as well as deduplicating serial volumes against the holdings in the SPR 1.0 (held at Indiana University), and various smaller projects. The Oak Street Library circulation desk was open Monday through Friday from 9am-4pm. Patrons have access to university wifi, three public workstations (each equipped with a scanner), a printer, and plenty of flat workspace in the public Reading Room. There were a number of challenges with essential equipment failing this year, including both large lifts and the Oak Street box truck. Due to battery issues, CMS was down a lift from July to October while waiting for the new battery. After just a few weeks with both large lifts operational, the other battery began malfunctioning. It was repaired, but after months of ongoing problems a new battery was ordered and arrived in March 2020. Essentially, the unit was short a lift from July to March. In September, the unit's box truck was removed from service due to mechanical issues. A replacement truck is pending, but it created additional challenges to coordinate borrowing a truck from Library facilities to transport boxes and book carts between Oak Street, the Main Library, and departmental library locations.

There were some improvements made to facilities and processes this year as well. An extension platform was built and installed on the unit's third, smaller lift, similar to the platforms that had been created on the other two lifts to facilitate ergonomic and functional improvements for staff working in the storage vaults. In addition, in January a full time distribution clerk was hired, following the departure of Kara Hagen (senior library specialist), who is dedicated to vault functions to allow for more flexibility and support for the needs of the unit as projects and priorities change over time.

Due to the pandemic, all staff began working from home following the governor's stay at home order beginning Saturday, March 21st. Individuals checked in and out each day via Microsoft Teams, providing an update on the work completed. On April 22, some onsite work began as a small group of staff retrieved physical items that could not be provided via the HathiTrust ETAS or other electronic means. Staff volunteered and reported for onsite work as needed, generally no more than once per week. On June 10, CMS began prepping onsite for staff returning to partial onsite work, including setting up PPE stations, creating schedules with staff, and designating work stations.

CMS goals for FY20 were as follows:

- Continue work on high priority collection management projects in relation to the Library building project, such as further deduplication of materials within the Main Stacks and Oak Street collections.
 - With progress halted in mid-March we did not make as much headway in transfers and deduplication as anticipated. However, we were able to complete the stacks monographic deduplication project and lay the groundwork for project in the coming year.
- Meet or exceed accessioning quota in relation to the BTAA Shared Print Repository (another 50,000, or a total of 150,000 accessioned). This year will include bringing in materials from other

BTAA institutions.

- We were able to begin bringing in content from the University of Iowa, but all ingest of material ended with the stay at home order, so no further progress was made after mid-March. We were able ingest an additional 41,736 this fiscal year instead of the anticipated 50,000+.
- Continue and expand work with the Google Book Search Project to include sheet-fed content.
 - Planning was well underway for adding in sheet-fed content when both local operations and scanning in Google facilities were disrupted. Basic Google operations have not yet resumed, but planning will continue for the coming year.
- Migrate the Oak Street Library to both new inventory software and the new ILS.
 - We were able to migrate successfully as part of the overall Library migration from Voyager to Alma. We were able to successfully purchase CaiaSoft, the replacement inventory software for LAS, but due to the disruption in staffing that migration was not completed this fiscal year.
- Increase awareness of patron services and spaces to enhance the user experience at the Oak Street Library.
 - Before the mid-March disruption our tour numbers in the facility were up for the year, and we greatly expanded our use of social media, including allocating staff time for regular Facebook updates.
- Improve vault statistics by rethinking/changing staffing and schedules for vault functions.
 - With one of our large lifts out of commission for basically most of the year we had to run on a reduced schedule and only meet priority demands. We were able to hire a dedicated Distribution Clerk at the facility specifically for improved efficiency in vault work.

CMS goals for FY21

- Continue work on high priority collection management projects in relation to the Library building project, such as further deduplication of materials within the Main Stacks and Oak Street collections.
- Resume progress on ingesting content into the Shared Print Repository.
- Migrate the Oak Street Library to our new inventory software Caiasoft.
- Continue to enhance patron services and spaces once we are able to resume public services.

II Statistical Profile

1. Facilities

User seating counts (if applicable)

- At tables: 16
- At public workstations: 3

- Informal/other: 4

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

- 35 hours per week with the exception of breaks when it is 21

2. Personnel (as of June 30th, 2020)

Mary Laskowski (Faculty) (100%)

Jenny Maddox Abbott (Faculty) (100%)

Jimmy Gonzalez (AP) (100%)

Jose Bermudez (Library Specialist) (100%)

Julie Bumpus (Library Operations Associate) (100%)

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

Michael Donovan (Library Specialist) (100%)

Matt Freund (Distribution Clerk) (100%)

Nick Hagen (Senior Library Specialist) (100%)

Sarah Heald (Senior Library Specialist) (100%)

Ian Iversen-Curry (Library Specialist) (100%)

Debbie Jones (Library Specialist) (100%)

Sarah Lockmiller (Library Specialist) (100%)

Ithamar Ritz (Senior Library Specialist) (100%)

Melanie Rusk (Senior Library Specialist) (100%)

Andrew Sims (Library Specialist) (100%)

Ben Stone (Library Specialist) (100%)

Johna Von Behrens (Library Specialist) (100%)

Lisa Wells (Senior Library Specialist) (100%)

Hewitt Preston Wright (Senior Library Specialist) (100%)

The CMS wage allocation this year was \$193,769.25, with the majority of funds expended on Graduate Hourly employees for the major projects of the unit.

3. User Services

Circulation Data for Oak Street Library

Charges	Renewals	Discharges
19,787	22,885	19,329

Call Slips

Filled – 17,175 Not Filled – 52 Expired - 26

Oak Street Library Patron Interactions

Headcount	1,043
Front Door	778
Reading Room	265
In Person	783
Charge Books - Taken Out	336
Charge Books - Used Here	19
General Inquiry	84
Place an Item Request	64
Reading Room Assistance	50
Reference	6
Return Books	210
Same-Day Retrieval	14
Not In Person	314
General Inquiry	113
Gifts Inquiry	161
Place an Item Request	20
Reference	13
Same-Day Retrieval	7
Special	138
Deaccession Items	132
Gifts Pick-Up	1
Inventory Check	5
Tours	
Tours	22
Guests	149

III Appendices

Cataloging

Bib Creation	9,368
Bib Modification	10,338
Holding Action	126,825
Item Creation	12,486
Item Modification	382,834
Total	541,851

Gifts

Donations:

Evaluated	8,148
Added to stos	877 — 11%
Added to rbos	3 — 0%
Cataloging Problems	54 — 1%
Departmental Review or Sent to ACS	50 — 1%
Sent to BWB	5,926 — 73%

Departmental Library Gifts:

Received	796
Added to stos	394 — 49%
Cataloging Problems	25 — 3%
Sent to ACS	323 — 41%
Sent to BWB	6 — 1%

Oak Street High Density Storage

Accessioned	71,169
Re-Accessioned	138
De-Accessioned	33,286
Removed from HDS	33,148
Retrievals	69,622
Refiles	64,432
SPR Accessions	41,738

Preservation

Board	5
Colibri	303
Envelope	2,978
Tie	237
Tip-in	1
Wrap	10

Scanning

Requests Scanned 803
 Number of Pages 11,679
 Hours Spent 182

Requests Rejected

Available Online 1
 Citation Problem 85
 Language Problem 11
 Out in LAS 10
 Not on File 4
 Poor Condition 6
 >49% of work 3
 >70 Pages 1
 Too Big/Tight 8

Additional Stats

Departmental Library Transfers

Items transferred to Oak Street Library	13,017
Items needing Copy Cataloging	8
Items needing Original Cataloging	0
Items needing stabilization	53
Items withdrawn (BWB)	170
Items withdrawn (discard)	44
Items sent to RBOS	10
Items actually refiles	272

Larger Projects

Items

SPR 2.0 Added	41,736
SPR 1.0 Deduplication	26,541
Google Rejects to IA	2,491
Spanish Play collection	3,021
Dittenberger-Vahlen collection	1,331
SSHEL Curriculum cataloging	145
Edwards gift	6,047
Residence Hall gifts	1,501
Last Copy	2,239
Duplicate withdrawals	1,229
