Moving Technical Services Forward: Opportunities, Challenges, and the Role of Uncertainty in a State Without a Budget

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Moving Technical Services Forward:
Opportunities, Challenges, and the Role of Uncertainty in a State Without a Budget

Elizabeth J. Cox
Coordinator of Cataloging & Metadata

LLAMA Systems and Services section, Technical Services and Systems Committee
ALA Annual 2016
Who we are

Cherie Watson
Acquisitions Librarian

Patrick Brown
Preservation Librarian
Quick facts about Southern Illinois University

» Established 1869
» 2010 Carnegie Classification - High Research Activity
» Student Enrollment Fall 2014
  - Undergraduate = 13,461
  - Graduate = 3,893
» 11 Colleges
  - Over 5,000 faculty; FTE Student/FTE Faculty ratio = 14.82/1
  - Degree Programs
    • 96 Bachelor of Arts/Sciences
    • 79 Master of Arts/Sciences
    • 34 Doctorate/Medicine/Law
Quick facts about Morris Library

» Budget = $9,989,946
  - Materials only = $5,643,436

» Collections (as of June 30, 2015)
  - Total Volumes: 2,974,585
  - Special Collections: 83,000 rare books; 19,500 linear feet manuscripts and archives
Total Faculty/Staff vs. IRM Faculty/Staff

Total Morris Library Faculty & Staff

- May 1984: Total Faculty 160, Total Staff 40
- March 1993: Total Faculty 120, Total Staff 30
- April 2006: Total Faculty 100, Total Staff 20
- June 2016: Total Faculty 80, Total Staff 10

Total IRM Faculty & Staff

- May 1984: IRM Faculty 50, IRM Staff 10
- March 1993: IRM Faculty 40, IRM Staff 10
- April 2006: IRM Faculty 30, IRM Staff 10
- June 2016: IRM Faculty 20, IRM Staff 10
Staffing Changes in IRM

2005

» Cataloging:
   - 3 faculty
   - 7 staff

» Acquisitions:
   - 1 faculty
   - 5 staff

» Preservation:
   - 3 staff

» Electronic Resources:
   - 1 faculty

» PLUS 1 head of IRM (fac.)

2016

» Cataloging:
   - 1.5 faculty
   - 5 staff

» Acquisitions:
   - 1 faculty
   - 3 staff

» Preservation:
   - 0 faculty or staff

» Electronic Resources:
   - 1 faculty
Reconstructing institutional memory

» In the last 10 years:

- Library dean left; New dean hired and left (position currently open)
- 2 special collections catalogers hired & left (currently have .5 faculty)
- Head of IRM left (position lost due to budget cuts)
- Head of Cataloging with 20 years experience left (position lost due to budget cuts)
- Acquisitions librarian with 15+ years experience left (position filled)
- Preservation staff person with 20+ years experience left; Preservation librarian hired and left (position filled, but leaving at end of June)
- 2 collection development librarians left (positions lost due to budget cuts)
Culture of IRM

» Uncertainty and fewer people has led to
  - More collaboration
  - Cross-training

» But has also led to...
  - Still some silo-ing
  - Negative reactions to change
    • Shelf-ready exploration
    • Attrition
    • Trust
Technology Changes

» Electronic resources increasing
» Automated ordering process
» Shelf-ready monographs
» Label printer program
» New ILS???
Budget uncertainty affects:

» Consortium
» Library and University administration
» Faculty and staff roles & responsibilities
<table>
<thead>
<tr>
<th>EJC2</th>
<th><strong>When did Dean Moore leave? 2015?</strong></th>
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<tbody>
<tr>
<td></td>
<td>Elizabeth J Cox, 6/20/2016</td>
</tr>
<tr>
<td>PB1</td>
<td><strong>May 13 2015</strong></td>
</tr>
<tr>
<td></td>
<td>Patrick Brown, 6/21/2016</td>
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</tbody>
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Consultants visit and report

» May 2015: Consultants visit for 1.5 days
» June 2015: Final report received
   - Answered these questions:
     • How can technical services best be positioned for the future?
     • Are there things we are not doing that we should be doing and how can we do those with existing staff?
     • Do you have organizational recommendations that will help us meet our goals and improve efficiency and effectiveness?
   - Our instincts are good
   - But...there are obstacles
EJC1  Can/should I give the consultants' names?  
Elizabeth J Cox, 6/20/2016

PB5  I don't see a reason not to.  
Patrick Brown, 6/21/2016

EJC3  How many years did Kate have here?  
Elizabeth J Cox, 6/20/2016

PB4  She was in the lab from Sept 2011- to Oct 2014 (3 years) and I think in the bindery from Dec 2007-sept 2011 (4 years)  
Patrick Brown, 6/21/2016
Consultants’ recommendations

» Implemented/Completed
  - Purchase in lieu of ILL plan
  - Increase report creation knowledge
  - Stop claiming print serials
  - OCLC reclamation project
  - GovDocs selection and workflow
  - Review decision about binding print serials
EJC6  Is that info about the bindery budget correct?
Elizabeth J Cox, 6/20/2016

PB3  It was a little of a moving target, but the number Howie says in his writeups about the budget is 80%. The current budget is 15k
Patrick Brown, 6/21/2016
Consultants’ recommendations, cont.

» In process
  - Collections assessment plan
  - Comprehensive review of reference collection
  - Investigate demand driven acquisitions for print
  - Cross-train students and staff

» Not done...yet?
  - Adding table of contents
  - Shelf-ready processing
  - Recommendations for difficult co-worker
Conclusion

» Patrick’s departure
» Continued budget uncertainty
UGH! I don’t want to end on such a sad note!! Thoughts?
Elizabeth J Cox, 6/20/2016
Resources

» Consortium of Academic and Research Libraries in Illinois (CARLI): [https://www.carli.illinois.edu/](https://www.carli.illinois.edu/)
» Morris Library: [http://www.lib.siu.edu/](http://www.lib.siu.edu/)
» Special Collections Research Center: [http://www.lib.siu.edu/scrc](http://www.lib.siu.edu/scrc)
Thank you!

Beth Cox, Coordinator of Cataloging & Metadata

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