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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

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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

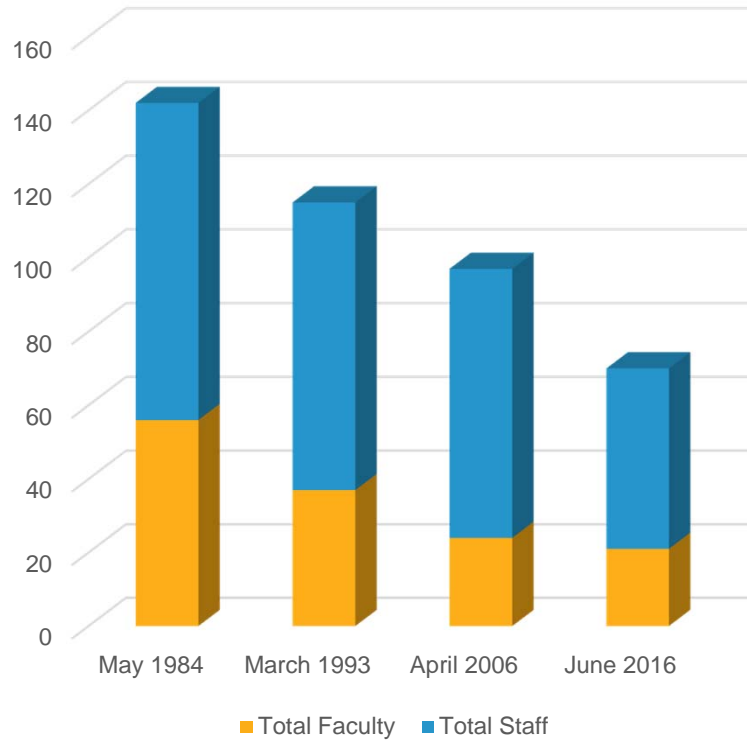
Technical Services: Then and Now



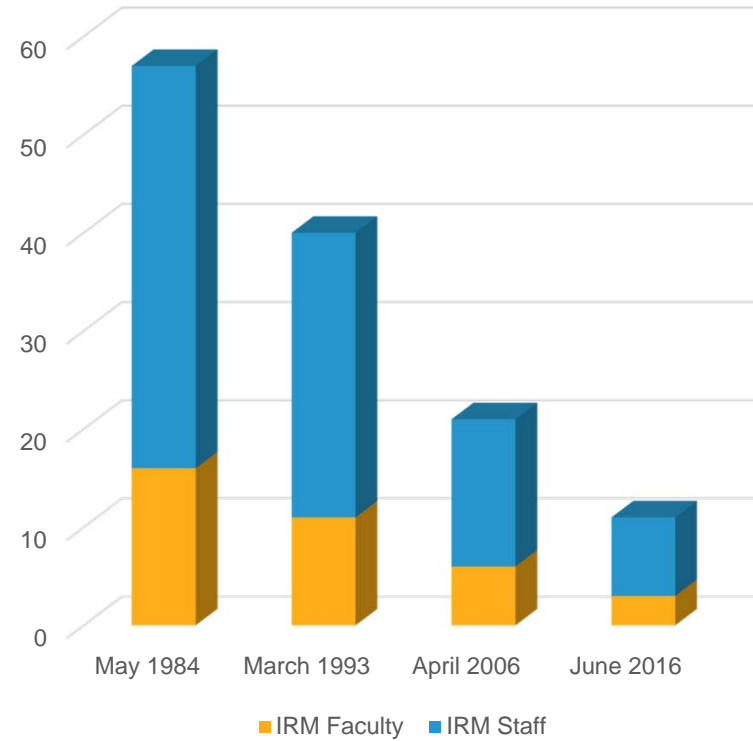
Photos courtesy of the Special Collections Research Center, Morris Library, Southern Illinois University

Total Faculty/Staff vs. IRM Faculty/Staff

Total Morris Library Faculty & Staff



Total IRM Faculty & Staff



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

Slide 11

EJC2

When did Dean Moore leave? 2015?

Elizabeth J Cox, 6/20/2016

PB1

May 13 2015

Patrick Brown, 6/21/2016

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

Slide 12

- 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

Slide 13

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

Slide 15

EJC7

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/>
- » Morris Library: <http://www.lib.siu.edu/>
- » Special Collections Research Center:
<http://www.lib.siu.edu/scrc>
- » Southern Illinois University Carbondale Fact Book 2004-2005:
http://www.irs.siu.edu/quickfacts/pdf_factbooks/factbook05.pdf
- » Southern Illinois University Carbondale Factbook 2014-2015:
http://www.irs.siu.edu/quickfacts/pdf_factbooks/factbook15.pdf

Thank you!

Beth Cox, Coordinator of
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