UNLOCKING THE MYSTERIES OF TECHNICAL SERVICES
TO DISCOVER OUR LIBRARIES’ HIDDEN GEM

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THEN...
Technical Services will be dedicated to working cooperatively with other library units to provide exemplary library services for the academic community; to following and supporting national standards and practice in organizing informational resources; to conserving and accounting for expenditures; to promoting the creative use of staff talent in the delivery of services; and to maintaining a quality online catalog that allows electronic access to resources by the global community.
THEN...
MAIN AREAS OF TECHNICAL SERVICES

- Collection Development/Management
  - Identification
  - Selection

- Acquisitions
  - Serials and Monographs
  - Electronic Resources

- Cataloging/Bibliographic Control
  - Metadata creation
  - Organization and classification

- Processing
  - Preparing materials for shelf
  - Conservation
  - Preservation
THE MYSTERY OF TECHNICAL SERVICES

- **Acquisitions**
  - Budget, vendor relationships, standards, ILS, orders, invoices, receipt, check-in, access, claims, fiscal year close, publishers, serials, monographs, standing orders, O/P

- **Cataloging (all formats)**
  - Copy and original, centralized, cooperative, sharing, Metadata, standards, MARC, RDA, CONSER, LCSH, LCC, DDC, OCLC, BIBFRAME, Discovery, UX, Dublin Core, MODS

- **Collection Management**
  - Identifying, selection, approval plans, slips, subject knowledge, multimedia, retrospective, deduping, weeding, deselection, gifts, cooperative purchasing

- **Electronic Resources**
  - Licenses, access, Open Access, databases, eBooks, ePackages, ejournals, audiobooks, DRM, platforms, usage reports

- **Circulation**
  - Reports, statistics, usage, COUNTER, ILL

- **Bindery**
  - Shelf ready, in-house or commercial

- **Preservation/Conservation**
  - Archiving, storage, repair
TECHNICAL SERVICES AS CHANGE MAKERS

- 1960s - AACR and MARC
- 1970s - OCLC WorldCat
- 1980s - Online catalogs
- 1990s - Firm orders to purchasing packages
- 2000s - Print to online-only content
Now...

- Present day – RDA, FRBR, larger metadata creation roles, digital preservation and curation
- And on and on….into the digital age, mobile technology, new formats, new purchasing models, PDA or DDA, open access models
CHANGE IS GOOD FOR TECHNICAL SERVICES

- Review workflows and suggest improvements
- Formats get better
- Catalogs more user friendly
- Seek professional development activities
- Participate in library planning
- Adapt to patron needs
- Don’t shy away from change but use it as an opportunity
LIBRARY TRENDS

- Industry Wide
  - Open Access
  - Open Source
  - eBooks
  - Mergers & Acquisitions
  - Quality collections

- Technical Services
  - More with less staff
  - Budget cuts (flat or frozen)
  - Migrations to Next Gen or Open Source ILS
  - New formats
  - Reduction of physical collections
WAYS TO ADVOCATE FOR TECHNICAL SERVICES

- Cultivate our staff
- Promote the need for technical services education to SLIS programs
- Serve on a public services committee
- Volunteer to work a public service desk
- Participate in cross-training initiatives
- Active involvement in professional organizations
- Develop partnerships with vendors
WAYS TO ADVOCATE FOR TECHNICAL SERVICES

- Market ourselves
- Inform our stakeholders – community/campus/organization
- Integrate workflows
- Show our value through assessment
- Research
WAYS TO ENGAGE OUR COMMUNITIES
WHAT ARE OUR HIDDEN GEMS?

▪ Collaboration
▪ Communication
▪ Cooperation
▪ User Experience
▪ Staff
HIDDEN GEMS OF TECHNICAL SERVICE

Lisa Dick
Technical Services Manager
CARMEL CLAY PUBLIC LIBRARY IS

- Suburban public library serving a community of 90,000
- Single building, with a mobile library and off-site digital media lab
- Collection of 390,000 volumes of print, audiovisual and electronic materials
TECHNICAL SERVICE DEPARTMENT STAFF

- 1 full-time department manager who does copy cataloging of world languages and some audiovisual material and all original cataloging (primarily self-published and print-on-demand titles)

- 2 part-time acquisitions assistants who order, receive and invoice all materials

- 1 full-time cataloging assistant who does copy cataloging of most print and some audiovisual materials

- 3 part-time processing clerks who process audiovisual and print materials and periodicals
TECHNOLOGY CONTINUES TO ALLOW US TO DO MORE WITH FEWER STAFF

- 9xx/EDI ordering and invoicing
- OCLC cataloging
- WebDewey
TECHNICAL SERVICES IS WHERE MAGIC HAPPENS
WE OFFER FLEXIBILITY AND LIBRARY-WIDE PERSPECTIVE

- If it doesn’t circulate, try reclassifying
- What works in one collection might not fit another
- We know the catalog, but the public service staff know the users
- You can bend the rules, but don’t break your staff
- Communication is vital to everyone’s success
WE HELP MARKET COLLECTIONS

Look for our new LARGE TYPE LABELS
WE CONNECT WITH OTHER DEPARTMENTS

- Staffing public desks and programs:
  - International Games Day
  - Carmel High School Exam Cram
  - India Cultural Festival
  - Holiday Showcase and Green Gift Shop
  - Bounce Early Literacy Festival
  - League of Women Voters Legislative Literacy
Providing training:
- Department overview for circulation staff
- Vendor web sites for collection development staff
- Linked data presentation to management team
WE CONNECT WITH OTHER DEPARTMENTS

- Serving on strategic planning teams:
  - Programming, collection development, marketing
  - Professional development day planning, volunteer reception planning
WE MEET OUR USERS IN THE COMMUNITY

Speakers Bureau:
- Rotary
- Lions Club
- Taste of the Chamber

School Media Specialists
Library Science Students
WE MEET OUR USERS IN THE LIBRARY

Tours:
- 1st Graders
- Scouts
- Stakeholders
WE MEET OUR USERS IN THE LIBRARY
WE RECEIVE FEEDBACK FROM OUR USERS

“Thanks for that presentation about linked data. You explained it so well that even someone who never took cataloging could understand it!”
–Audiovisual manager
HIDDEN GEMS OF TECHNICAL SERVICES IN A SMALL ACADEMIC LIBRARY

Mary Bogue
Technical Services Librarian
Lilly Library
Earlham College
ABOUT US...

- Small, private, Quaker liberal arts college
- Current enrollment = 1058
- College Libraries
  - Main Library – Lilly Library
  - Friends Collection and College Archives
  - Science Commons
T E C H   S E R V I C E S   S T A F F

Staff and Librarian Positions

Acquisitions Processing Repairs
Circulation ILL
Cataloging Gov Docs
Binding Electronic Resources Periodicals

All : Media Collections and Equipment

Student Workers
Circulation = 167 hours/week
Tech Services = 80 hours/week
MARKETING OUTSIDE THE LIBRARIES

▪ Serve on campus committees
▪ Instruction/liaison program
▪ Troubleshooting with patrons
▪ Director liaises with Administration
▪ Upcycling/crafting workshops
Creative uses for old maps

Folded Map art

Wrapping paper and gift tags

Window shades

Ornaments

Decorate

Cover shelves or line drawers

Origami

Envelopes

Cover lamp shades

What unique uses can you imagine?
New uses for old books

Light them

Stack them

Frame a page

Carve them

Fold them

Themed projects

Make beads/jewelry

Make shelves

The only limit is your imagination!
Celebrate Earth Week (and de-stress)

Upcycling-Craft Workshops at the Library
- Browse & select FREE MAPS all week in Lilly Library
- Attend one or all of the Paper-Craft Upcycling Workshops, 12:00-1:00 each day:
  - Wednesday, April 19: learn to make gift bags and tags
  - Thursday, April 20: decorative paper balls
  - Friday, April 21: crafter's choice, bookmarks? fans? and more...

LIBRARY UPCYCLING WORKSHOPS
Ever wonder what to do with old maps or books? Join us in Lilly Library for a FREE workshop and learn some fun ways to reuse old library materials.

Wednesday, March 30 12-1:00
Paper Ball Making

Thursday, March 31 12-1:00
Paper Bead Jewelry

Friday, April 1 12-1:00
Microfiche & Map Gift Bags

Saturday, April 2 1-3:00
Library Upcycling with the Student Sustainability Corps

Tuesday, April 5
Upcycling Origami 12-1:00
Paper Ball Making 5-6:00

Upcycling session scheduled as part of Faculty Retreat
MARKETING WITHIN THE LIBRARIES

- Tech Services Librarian attends regular meetings of all librarians
- Consult with Public Services and Special Collections as needed on processes and messaging to patrons
- Work closely with Friends Collection and College Archives regarding their collection, projects, etc.
- Work with students, staff and librarians on troubleshooting
- Communication in all forms is key!
THE VALUE OF WORKING TOGETHER

- Help avoid common challenges:
  - Over-promising services (timelines or feasibility)
  - Adjust patron expectations based on reality
  - Facilitate a greater understanding of priorities and competing needs on all sides

- And achieve common goals:
  - Give the patrons the best experience possible
  - Show patrons the value of library resources and services
  - Make more collections discoverable to patrons
  - Create space for innovation, new projects
SO...WHAT ARE OUR HIDDEN GEMS?

- Our staff
  - Knowledge of inner workings of resources/systems
  - Visualize intersections between other library units
- Student workers
- Ability to adapt to a variety of changes
- Providing creative solutions to problems
AUDIENCE PARTICIPATION

Ideas
Comments
THOUGHTS FROM YOU....

- What do you wish Tech Services folks knew/kept in mind when interacting with the rest of the library?
- What new/innovating projects are happening in Tech Services in your libraries?
- Other stories of successes or challenges?
  - How have you promoted TS to your library community?
ONE WAY TO CATALOG...
REFERENCES


