

Summary of Library Technical Services' Staff, Organization, Projects and Activities

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Michael Boock

Organization

Library Technical Services consists of 22.5 total staff organized into four units: Digital Production, Monographs Cataloging, Serials Acquisitions and Serials Cataloging. A Monographs Acquisitions Unit that formerly reported to the Head of Technical Services began reporting to the Head of Collection Development in 2005. Technical Services staff include 7 faculty (including 2 searches in progress), 9 LT3s and 6.5 LT2s. Approximately 8-10 students (3 FTE) are employed during the school year.

Michael Boock serves as the department head. Michael joined the library in 2003. He held previous positions at Cleveland State University (Head of Technical Services) and Dakota State University (Technical Services Librarian). In addition to department administration, Michael serves as the system administrator for ScholarsArchive@OSU and backup III administrator. He is interested in enhancing access to information through digitization and metadata creation, streamlining workflows, and organizing and enabling access to important university digital assets.

Digital Production Unit

The Digital Production Unit is responsible for creation, processing and maintenance of digital collections and born-digital assets, including digitizing print-based and other analog materials, applying metadata, creating and maintaining data dictionaries and controlled vocabularies for digital collections, and training campus units in the use of institutional repository software. The DPU was created in July 2003. It currently consists of one librarian, 2.5 LT3s (including one .5 temp) and 2-3 student scanners. Terry Reese is the unit head. A search for a Digital Production Librarian, who will supervise classified staff and report to Terry, replacing the temporary staff person, is in process.

Terry Reese joined the library as an LT3 Maps cataloger in 1999. He was previously in classified positions at U of O libraries. Terry became the Cataloger for Networked Resources in spring 2003 soon after receiving his MLS from Florida State University. Terry provides leadership and technical expertise for the libraries in the investigation and application of metadata and digitization standards for digital initiatives, including developing search interfaces/harvesting tools, mapping, batch manipulation and loading of metadata, digital repository development work, and OpenURL link resolution. He continues to catalog cartographic materials in all formats, the large bulk of which are received from the U.S. government.

Prior to the move to DPU in 2003, *Linda Kathman* and *Laura Wilson* were responsible for monographs copy cataloging and collection maintenance activities. They assign metadata to digital objects produced by the unit. Linda is involved in the University's institutional repository efforts. She trains staff across the university in the use of the

repository, submitting materials and ensures quality of metadata and content for all departmental submissions.

In addition to providing metadata to digital objects, Laura maintains the URLs within the catalog and catalogs monographic series in which the volumes are classed together. As with all LT3-level catalogers, Laura assigns LCSH and provides original cataloging of resources she handles. Linda and Laura assign LCSH to the university's electronic theses and dissertations.

Sue Kunda has been employed in the Digital Production Unit since spring 2006 in various capacities. She began working in the unit as part of a volunteer practicum to catalog USFS documents that were digitized as part of the US Forest Research Legacy collection. That evolved into a temporary paid position as a metadata specialist. At the conclusion of the USFS project Sue was hired to a temporary Metadata Specialist/Scanning Technician position as Terry began reporting half-time to Jeremy Frumkin in R&D to continue his work with LibraryFind. In this position Sue oversees the day-to-day operations of the DPU and leads the Metadata Working Group.

Upcoming Changes to Unit

A full-time digital production librarian search is underway. This position will handle much of what Sue has been responsible for as a temp as well as take on additional metadata creation responsibilities in order to keep up with the volume of work for which the unit is responsible. A third page-feed scanner will likely be needed in the coming year to keep up with the volume of digitization requests.

Terry will continue to lead the unit, providing system administration of CONTENTdm, making digital repository coding enhancements, conducting a major user interface redesign of ScholarsArchive@OSU, providing maps cataloging and metadata processing and loading.

Monographs Cataloging Unit

As its name implies, this unit is responsible for cataloging all monographs acquired via gift, firm order, and approval plan for OSU Libraries – including Valley, Guin, Cascades, Vet Med libraries and smaller campus collections such as the Herbarium and Integrated Pest & Plant Control collections. The unit also catalogs books for the Central Oregon Community College Library in Bend that shares a facility with the OSU-Cascades branch. The library subscribes to Marcive for the cataloging of monographic federal documents received via the depository. The unit includes one librarian -- Richard Sapon-White, the unit head – 1 LT3 and 1.5 LT2 classified staff.

Cataloging statistics

	Titles cat'd	Change from previous year
2003	24,797	
2004	19,024	-23%
2005	16,835	-11%
2006	16,895	NC

2007	17,927	+6%
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Richard Sapon-White has been employed at the libraries since 1996. He came to OSU from Virginia Tech where he worked as a monographs cataloger. He provides original cataloging for monographs, makes serial treatment decisions, handles authority work, provides cataloging training and serves as the libraries' primary resource for questions regarding the cataloging and organization of library materials.

Debbie Campbell is a half-time employee responsible for audio-visual copy cataloging, monographic microfiche copy cataloging, gifts processing and copy cataloging, and special projects. Debbie is currently engaged in a project to catalog the Atomic Energy collection of monographs in Special Collections.

Alice Mang does most of the copy cataloging of books for all of the libraries, including all books ordered on firm and approval. She also supervises the students who do final book marking (label, stamp, security strip and barcode), orders and maintains supplies, and handles surplus for the department.

Diane Siple does government documents monographs cataloging, including all OrDocs monographs, various collection maintenance activities, recataloging work and cataloging problems, monographs withdrawals and serials recon. Diane provides original cataloging, assigns LCSHs and LCC numbers.

Possible upcoming changes to unit

Technical Services is investigating receipt of shelf-ready books. If we were to go this route, some of Alice Mang's time would be freed to devote to acquisitions, collections, or copy cataloging of resources in other university collections, possibly including the Music Library collection, Women's Building and Pride Center collections.

Serials Acquisitions Unit

Serials Acquisitions is responsible for ordering, invoicing, processing, activating, checking-in, and claiming serial gifts and subscriptions in all formats. The unit is responsible for electronic resource management including activation, access via Serials Solutions A-Z list, coverage loading holdings data to the catalog, copy cataloging, trouble-shooting, proxy maintenance, renewals, and electronic resource, license and contact record creation and maintenance.

Serials Acquisitions statistics

	Check-ins	Change from previous year	Claims	Change from previous year
2004	38,888	-21%	4,685	2%
2005	34,450	-11%	3,444	-26%
2006	27,331	-21%	2,866	-17%

Ejournals	Total Holdings	Change from previous year	Total Unique Holdings	Change from previous year
2006 (July)	47,744		31,632	

2007 (July)	48,041	1%	35,689	13%
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The unit head is **Rod Lawlor**. He joined the Libraries in 2004. Rod was previously employed at the Dumbarton Oaks Research Library and U of O libraries. In addition to overseeing the work of his unit and its many ongoing changes, Rod loads coverage data to OASIS, maintains proxy access to the library's subscription databases and ejournals, enables co-branding of publisher/provider web pages with OSU information, and does some electronic resources cataloging.

There are 6 classified staff within the unit including 3 LT3s and 3 LT2s. **Susan Doolittle** (LT2) and **Becky Hallett** (LT3) order all serials, pay serials invoices, create journal lists prior to order, and arrange cancellations. Becky also copy catalogs new print subscriptions, creates local holdings records in OASIS and OCLC, closes serials, and supervises serials students.

Deborah Dombrowski (LT2) and **Loretta McCaffery** (LT2) do all print serial checkin and claiming. Deborah checks in and claims all print subscriptions and gift journals. Deborah serves as the department resource for creation of holdings records in MFHD format. Loretta checks in and processes federal and state government document serials, standing orders, continuations and many monographic series.

Marisa Reasons (LT3) and **Ian Scofield** (LT3) handle post-coverage load cleanup, maintenance and copy cataloging of electronic journals. Ian troubleshoots electronic access problems, creates license, resource and contact records in the III ERM module, and organizes databases into subject groupings for LibraryFind. He also scans and OCRs licenses and links to the licenses from license records in ERM. Marisa and Becky also continue to handle print cleanup problems and backlogs.

Possible upcoming changes to unit

This unit experienced major changes last year. Rod has taken on proxy management and co-branding publisher webpages. Ian was hired. Marisa Reasons was trained to do electronic journal coverage load cleanup, electronic journals copy cataloging and to handle some electronic access problems; 80% of her responsibilities are now in this area whereas she was formerly responsible primarily for print checkin record creation.

Deanne Bruner was reassigned from Serials Acquisitions to Serials Cataloging. Loretta took on additional processing responsibilities for continuations and standing orders. Deborah became solely responsible for checkin and claiming of journal subscriptions. Becky and Susan continue to acquaint themselves with handling the acquisition of electronic resources. I do not foresee many additional changes to this unit in the coming years.

Serials Cataloging Unit

Serials Cataloging is responsible for the cataloging of serials in all formats as well as the binding of print materials, building deliveries and mail. The unit consists of one librarian unit head (search under way) and 5 classified staff, including 3 LT3s and 2 LT2s.

Patti Black (LT2) handles the binding that is sent to our vendor and oversees student workers responsible for materials repair and in-house binding. Patti's office space is in the room with the freight elevator, so she is responsible for handling library building deliveries and oversees mail distribution for the department. Since print binding has been reduced due to the move to electronic, Patti has also become involved in serials recon.

Until this year, **Deanne Bruner** (LT2) reported to Serials Acquisitions and handled half of the checkin and claiming of print subscriptions. Deanne is now responsible for serials recon, serials closes and some serials withdrawals and serves as a backup for serials checkin.

Melissa Hartley, **Norma Kratzer** and **Xiaoping Li** are LT3s and do complex copy and original serials cataloging and recon. Melissa handles all government document serials cataloging including retrospective conversion, oversees the work of a student responsible for handling federal repository shipments, and the receipt and processing of all federal documents. Norma and Xiaoping catalog materials as part of the recon effort, handle serials cataloging problems brought to their attention and catalog Oregon state documents serials.

Possible upcoming changes to unit

Norma expects to retire in 2008. That position has been responsible for professional-level cataloging and has served as a go-to person for serials cataloging questions in the absence of a unit head. Norma's position will not be filled in the expectation of filling the serials and electronic resources cataloger position, which is underway.

III System Administration

Debbie Hackleman has served as the III system administrator for the libraries since August 2006 and reports directly to Michael. Debbie has been with the libraries for approximately 30 years, many of which were spent as Head of Cataloging, prior to the merger of cataloging and acquisitions. Debbie does batch loading of Marcive records, and serves as the libraries' liaison with OCLC and Marcive. Michael serves as the backup III system administrator.

Digital Initiatives

- **Electronic Resource Management**

OSU Libraries subscribes to Serials Solutions for its electronic journal coverage data and the ejournal A-Z list. Coverage data from Serials Solutions is loaded to III on a monthly basis. Holdings records are generated. They automatically attach to matching bibliographic records in the online catalog or create a brief original record. Holdings and coverage data is updated monthly in the online catalog and nightly in the A to Z list. The same knowledge base is utilized for link resolution (WebBridge) and for LibraryFind. In addition to coverage data, eresource license and contact information is managed in the ERM module.

- **E-serials holdings pilot**

OSU Libraries is one of several libraries that were engaged in a pilot with OCLC to enable routine batch setting of holdings for the libraries' licensed electronic content in OCLC WorldCat. The service facilitates increased discovery and usage of the libraries' electronic resource collections by revealing them through OCLC WorldCat via FirstSearch, OCLC Resource Sharing, and WorldCat.org. Participation allows OCLC's Collection Analysis tool to include both the libraries' electronic and print holdings.

- Metadata harvesting/resource discovery via other systems

OSU Libraries was one of 2 libraries engaged in a pilot with III to integrate the libraries' electronic resources with the Google Scholar search engine using III's WebBridge software. All of the libraries' digital collections are harvestable by Google, other internet search engines, OAICat, NDLTD Union Catalog (of theses and dissertations), and other repositories and search tools for resource discovery in those systems.

- WebBridge link resolver

Technical Services has enabled the WebBridge link resolver in licensed databases and in its online catalog to enable patrons to locate full text resources from any index and abstract database and to locate materials outside of the catalog with a subject relation to records in the catalog.

- Digital Collections

As of July 2007, the Digital Production Unit has digitized over 4,000 textual documents that reside in ScholarsArchive@OSU collections and over 5,000 photographs and other media residing in various CONTENTdm collections. Most digital collections are listed at: <http://osulibrary.oregonstate.edu/digitalcollections/>. The DPU instituted a digitization on demand service whereby subject librarian-selected library materials are digitized quickly and made available via collections in ScholarsArchive@OSU.

Several of the libraries' digital collections have been collaborative efforts with other university programs and departments including the OSU Herbarium Type Specimens collection, widely recognized as the sole example of type specimens digitized alongside their original descriptions that appeared in the journal literature. Other digital collection efforts at least partially funded by outside sources include the Middle East Water Collection, Western Dry Kiln Association Proceedings, and Netarts Bay materials.

The Libraries have contributed two collections to the Western Waters Digital Library project. We are currently working with the University of Utah to enable harvesting of several Columbia River Basin-related water collections from ScholarsArchive into WWDL. These will be the first examples of non-CONTENTdm collections included in the WWDL. Michael sits on the GWLA Digital Collections Committee.

The DPU works closely with Archives and Special Collections to make their unique resources available online. Special Collections and Archives digitize their materials and supply minimal metadata that is enhanced in DPU for inclusion in CONTENTdm collections.

- **Electronic Theses and Dissertations**

Technical Services collaborated with the Graduate School to enable submission of electronic theses and dissertations to ScholarsArchive@OSU. Beginning in August 2005, dissertations from the College of Electrical Engineering and Computer Science began to be deposited to ScholarsArchive@OSU. In July 2006, all dissertations, and in January 2007, all theses were required to be deposited electronically to ScholarsArchive.

The move to electronic theses and dissertations has resulted in staff time savings. Students are responsible for submitting metadata as part of the submission process. The metadata is enhanced by staff in DPU and automatically loaded to OCLC and III using a script that maps the metadata from Dublin Core to MARC format. A print copy of each thesis/dissertation continues to be required. The print copies are placed in archival envelopes and held in Storage. DPU is currently working with Collection Development and ULLIA to digitize OSU print theses and dissertations.

- **ScholarsArchive@OSU**

In addition to official university theses and dissertations, several departments' masters level research papers and official undergraduate theses from several programs are housed in ScholarsArchive@OSU, the university's institutional repository. Michael creates and manages communities and collections. Terry does coding to enhance the DSpace software and Linda trains departments on the submission process. The digital production librarian will have some responsibility for soliciting content, working closely with subject librarians.

There is not a large amount of OSU faculty produced content in SA so far. The success of SA, in comparison with most other IRs, is a function of our willingness to digitize OSU resources for inclusion in the repository and to accept student work. In the coming year we expect to target university series, technical reports and working papers for inclusion in the repository, in addition to print theses and dissertations.

- **Online Resources Searching in Online Catalog**

Technical Services implemented an online resources scope that permits users to restrict a search in the online catalog to online resources that are immediately accessible to them from home, 24x7. OSU is one of surprisingly few libraries to have successfully implemented this functionality in their catalog.

Serials Retrospective Conversion

Beginning in 2005, Technical Services began a major retrospective conversion project. In 2005, 1252 titles were cataloged; and in 2006, 895. In 2007, we've ramped up progress by moving Deanne Bruner to serials cataloging and assigning additional time of other staff to recon. In the first seven months of 2007, 1288 titles have been cataloged. A serials retrospective conversion wiki provides up-to-date information on the project, including numbers updated monthly and lists of titles reconned. At the request of subject librarians, we've been working on "S" (Forestry) call numbers since the spring of 2006. <http://wiki.library.oregonstate.edu/confluence/x/ECg>.

Backlogs

No backlogs of current materials exist and the department takes pride in completing all current receipts and project work in a timely manner. Major progress has been made in the last several years on several longstanding backlogs. Those that remain include several shelves of OrDocs serials which are expected to be completed in early 2008. Other backlogs include federal documents serials and fiche, other microfiche, gift maps and gift books requiring LCC, LCSH or original cataloging. Subject librarians weeded the gift backlogs in summer 2007. Most gift and "Patullo" serials were completed in 2007. Over the course of the summer, a materials repair backlog was also completed. Further backlog information is available from the Backlogs wiki, although the information hasn't been updated since earlier in the year: <http://wiki.library.oregonstate.edu/confluence/x/1DE>

Other Projects and Background Department Information

The Technical Services quarterly reports from 2003-2007 are housed on the Technical Services wiki. They provide good background information about departmental projects, including those that relate to the strategic plan:

<http://wiki.library.oregonstate.edu/confluence/x/lig>

Staff Training

The department is supportive of staff training. In fall 2006, Michael worked with Paul Biwan, the university's training and professional development manager, to arrange a retreat for serials staff. This half-day retreat sought to clarify the direction of OSU Libraries in the next two years, particularly as it relates to the move to digital information access and organization, and the skills that would be necessary for serials to handle this work. The necessity of staff training is clear. Technical Services now conducts monthly training sessions on topics identified by staff. A series of workshops were held by BCR in the spring on serials and electronic resources cataloging and Dublin core metadata.

<http://wiki.library.oregonstate.edu/confluence/x/aig>