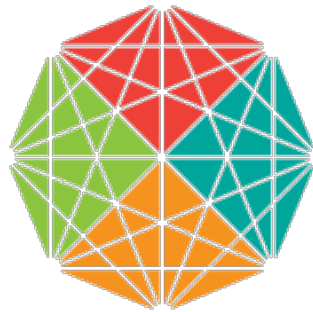


The Technical Services Toolkit: A Guide for New and Emerging Leaders #TSToolkit

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A L C T S
EXCHANGE

University of Colorado Denver
Auraria Library

Denver, CO

Introduction

Why do we need more education in Technical Services for students and early professionals?

Lack of resources

Disparity of opportunities

Keith Curry Lance found that “the distribution in library assistant positions is more or less proportional, whereas the distribution in professional librarian positions is not, the latter skewing heavily toward an overrepresentation of white people.”

...But Technical Services may be uniquely positioned to tackle these issues.

Poll Questions

HOW MANY NEW PROFESSIONALS (WORKING 3 YEARS OR LESS) ARE EMPLOYED IN YOUR TECHNICAL SERVICES DEPARTMENT?

- A) 1 – 2
- B) 3 – 4
- C) 5 – 6
- D) 7 or more

DO YOU THINK YOUR LIBRARY DEPARTMENT(S) ADEQUATELY ADDRESS ISSUES OF DIVERSITY AND INCLUSION?

- A) Yes
- B) No

Latest Developments in Technical Services: Collection Assessment

- **Key Issues:**

- ❖ Budget constraints
- ❖ Space saving
- ❖ Shifting formats
- ❖ Demonstrating impact to university stakeholders

- **Questions:**

- ❖ How do we make/keep collections diverse?
- ❖ Who is making decisions?
- ❖ Quantitative vs. Qualitative considerations



Latest Developments in Technical Services: **Collection Assessment**

- **Recommendations/Solutions:**
 - ❖ Establish policies/workflows
 - ❖ Tie procedures into library strategic plan
 - ❖ Utilize interdepartmental collaboration
 - ❖ Reorganize/combine data sources (i.e. data inventory, qualitative and quantitative)
- **Key Researchers: (Citations to resources can be found on the Handout)**
 - ❖ Karen Harker – University of North Texas
 - ❖ Qiana Johnson – Northwestern University
 - ❖ Karen C. Kohn – Temple University
 - ❖ Gabrielle Wiersma – University of Colorado - Boulder

Latest Developments in Technical Services: Technical Services Organizational Structure

- **Key Issues:**
 - ❖ Understaffing
 - ❖ Silos of information
 - ❖ Budget constraints
 - ❖ Workflow efficiencies
- **Questions:**
 - ❖ How to resolve understaffing issues?
 - ❖ What are ways to make workflows in TS more efficient?
 - ❖ How to deal with budget/employee budget cuts?



Latest Developments in Technical Services: Technical Services Organizational Structure

- **Recommendations/Solutions:**
 - ❖ Communication
 - ❖ Improved workflows
 - ❖ Knowledge management
 - ❖ Collaboration across departments
 - ❖ Staff Input
- **Key Researchers: (Citations to resources can be found on the Handout)**
 - ❖ Jeehyn Yun Davis – University of Texas Libraries (Austin)
 - ❖ Kari Schmidt & Christine Korytnyk Dulaney – American University
 - ❖ Brian Doherty & Alison Piper – New College of Florida
 - ❖ Rachel A. Erb – Colorado State University
 - ❖ Auraria Library in transition

Latest Developments in Technical Services: Open Access/Open Educational Resources

- **Key Issues:**

- ❖ Declining library budgets/rising publisher prices
- ❖ Institutional repositories and open access policies
- ❖ Inclusive access and visibility of research

- **Questions:**

- ❖ How to promote a culture of open access?
- ❖ How does peer review work? How does this affect tenure and promotion?
- ❖ How can we combat predatory publishing?



Latest Developments in Technical Services: Open Access/Open Educational Resources

- **Recommendations/Solutions:**
 - ❖ Education and Outreach about misconceptions
 - ❖ Garner faculty and administration buy-in
 - ❖ Open Access policies
- **Key Researchers: (Citations to resources can be found on the Handout)**
 - ❖ Peter Suber – Harvard University
 - ❖ John Willinsky – Stanford University
 - ❖ Jeffrey Beall – University of Colorado – Denver
 - ❖ The Scholarly Kitchen
 - ❖ SPARC



Special Collections

Also looped into all of these TS processes in building and maintaining their collections, but may have priorities, duties, and competencies that are separate from the main Technical Services workflows

- Focus on rare and unique materials
- Collections very specialized

Assessment

In TS, focused on analyzing usage of resources and other metrics

Assembles, organizes, disperses relevant collections data

- May use data visualization to communicate
- Goal: efficiency of the library budget

Systems

Manages computer based library systems, usually the ILS

- Server vs. cloud-based
- Trouble-shoot hardware/software
- Programming, indexing, database searching

Access and Discovery

Ensures that e-resources are discoverable and links updated in the catalog and databases

- Troubleshoots access issues
- Update, customize, integrate interfaces for e-resources

Collection Development

Work with faculty in particular department to select resources to purchase.

- Leads weeding projects
- Strives to meet diverse community needs
- Helps with program accreditation for departments
- Monitors usage and budget

Acquisitions

Handles the ordering and receiving of selected materials and pays invoices

- Negotiates terms of contracts and pricing
- Communicates with publishers

Also concerned with usage and budget

Processing/Cataloging

Catalogers download, edit, and update records with all metadata for resources

- Some original cataloging
- Processing often completed by students: labelling, stamping, RFID, shelving

Digital Libraries/ Digitization

Like special collections, will have separate priorities and goals.

- Acquisitions and digitization
- Public facing services: Digital Humanities, digital labs
- Management of institutional repositories

Professional Development & Networking: Student Library Groups

- ❖ Events/Activities
- ❖ Speakers
- ❖ Volunteer Opportunities
- ❖ Convenience of Groups' Meeting Locations While in School

Examples:

American Library Association (ALA)

Association for Information Science Technology (ASIS&T)

Special Libraries Association (SLA)

Public Library Association (PLA)

Professional Development & Networking: Professional Organizations

International

- ❖ International Federation of Library Associations and Institutions (IFLA)

National

- ❖ American Library Association (ALA)

Regional

- ❖ Mountain Plains Library Association (MPLA)

Local

- ❖ State library organizations

Professional Development & Networking: Conferences

Local

- ❖ Colorado Academic Library Association (CoALA)

Regional

- ❖ New England Technical Services Librarians

National

- ❖ American Library Association (ALA) Annual/Midwinter
- ❖ NASIG Annual Conference

International

- ❖ International Federation of Library Associations and Institutions (IFLA)

Specialized

- ❖ Ex Libris Users of North America Meeting (ELUNA)
- ❖ Innovative Users Group (IUG) Conference

Professional Development & Networking: Continuing Education Courses & Resources

Webinars

- ❖ ALA
- ❖ NASIG
- ❖ NISO



Online Classes

- ❖ ALA
- ❖ ALCTS
- ❖ Library Juice Academy



Presentations within your institution

Professional Development & Networking:

Committees, Task Force Groups, Internships, Volunteering

- ❖ Collaboration across organizations/departments/etc.
- ❖ Gaining knowledge and experience at a professional level
- ❖ Unique insight of institution

Examples:

ALA Committees & Groups

- ❖ Committee on Diversity
- ❖ Intellectual Freedom Committee

Mentor Groups:

- ❖ Library Leadership & Management Association (LLAMA)
- ❖ Association for Library Collections & Technical Services (ALCTS)

Auraria Library

- ❖ Knowledge Management Task Force
- ❖ Troubleshooting Team

Professional Development & Networking:

Publishing/ Presenting

- ❖ Faculty/Tenure track position – start thinking about research now
- ❖ Collaborating with current faculty in graduate program or a work colleague
- ❖ Presenting at conferences
- ❖ Becoming a peer reviewer
- ❖ Educating yourself about options, including open access

Thank you!

QUESTIONS?

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