

# Collection Management Services (CMS) Annual Report

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## I Unit Narrative

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Collection Management Services (CMS) is responsible for a variety of services within the University Library, including physical and electronic reserves; the Gift program; the Last Copy program; departmental transfers to the Oak Street facility; the ingest, retrieval, and management of materials at the Oak Street Library; ILL Scanning at Oak Street; and the management of the Oak Street Library circulation desk. In addition, a growing part of the unit responsibilities is to provide services relating to large-scale collection management, whether they be transfers, retrospective cataloging projects, physical shifts of collections, or some combination of all three. Almost all such projects have multiple benefits in terms of access for patrons and inventory control, and in some instances quite unique hidden collections have been discovered and made available.

### **Physical and Electronic Reserves**

The Task Force to Investigate the Future of Reserve Services, chaired by Mary Laskowski, submitted recommendations to the Library Executive Committee in September of 2016. The Executive Committee voted in October 2016 to accept the recommendation to discontinue the e-reserve service effective beginning with the fall semester 2017. Factors influencing the decision included decreased use of the service over time, increased availability of content already in digital form or licensed by the University Library for campus use, availability of other campus support systems and services such as Compass to achieve similar results, and a diminishing need for fair use assessment given the breadth of readily available licensed content.

Collection Management Services, in cooperation with other departments in the Library and elsewhere on campus, pulled together resources to help support faculty and instructors through the transition, and worked with many units and vendors to set the system up for discontinuation in August, 2017. Given the discontinuation of the e-reserve service, the last piece of CMS reserve processing (physical reserves for main stacks and the Undergraduate Library) was turned over to the departmental libraries in question, and their staff were trained on the necessary processing.

### **Physical Relocation**

With one exception Collection Management Services was able to physically relocate all permanent staff in November of 2016 to the Oak Street Library Facility. The one exception continued work in the Main Library with physical reserve processing, and is transferring to the Content Access Management unit at the start of FY17 to continue work with monographic cataloging. The physical relocation was the

culmination of more than a year of planning, and allowed the opportunity to rethink many workflows and operations.

### **Gift & Last Copy Programs**

The library received nearly 31,000 volumes as gift materials this past year (up from 22,000 the previous year), not including larger named collections that were evaluated and processed separately. These materials have been searched against our local catalog and sorted appropriately between what is added to our collection (7,700 items), what is sent to Better World Books (11,700 items), and what is discarded, often for condition and mold concerns (11,600 items). Approximately 25% of all donated materials are retained and added to the Library's collection. In addition, CMS handles the processing of Last Copy items, which are sent to us as the keepers of the last copy of an item that is held in the state. Through this program, we added approximately 3,300 items to our collection this year.

### **Departmental Transfers**

Collection Management Services has taken over the responsibility of transferring materials from departmental libraries to Oak Street in order to help continue the recentralizing efforts of the Technical Services Division, reducing the need for many units to duplicate similar efforts, to save costs on the training of the cataloging and physical preparation required for items housed in the high-density storage facility across multiple units. A full break down of statistics can be found in the appendix, but a total of 16,500 items (up from 14,000 items in the previous year) were transferred to Oak Street by CMS. On average, CMS processed 66 transfers per day, working with an average of 14 different libraries each month. Of the items to be transferred, approximately 2% (261 items) needed new catalog records to be imported or created before sending into high-density storage, 5% (773 items) required some level of physical stabilization before being sent, and 6% (930 items) were withdrawn rather than being sent to the facility, as they duplicated volumes already held at Oak Street and so did not meet the criteria for sending to the facility.

### **Oak Street Library Facility**

During FY17 the Oak Street Library Facility accessioned 130,351 items into the facility, increasing the total holdings to 4,080,140. This figure is significantly lower than previous years due largely to the amount of material being retrieved from the facility this year for large-scale digitization and other consortial projects. Outside of the regular Oak Street workflows of retrievals, refills, and the ingestion of new material, the staff was busy working on special projects such as the Google Book Search Project, the Big Ten Academic Alliance Shared Print Repository, and a deduplication project.

These large-scale collection management projects, as well as the overall growth of the collections held in the facility, have significantly changed the workflow of the Oak Street Library Facility. Retrievals were higher than any previous year at 113,230. Refills were up from the previous year, representing a substantial part of workflow at 119,806. The Consolidation of CMS from two locations to one allowed us to increase the number of lift operators scheduled on a daily basis, contributing to increased productivity within the Oak Street vault.

One benefit of the shared print repository project on Oak Street is regaining capacity as a result of participation. In FY17, Oak Street withdrew 64,651 items from its inventory. This is more than double the total from FY16. For further perspective, a total of 10,406 items were withdrawn between 2004-2015. CMS also designed, developed, and implemented a system to consolidate material within trays after material was withdrawn. Our inventory control software does not allow for efficient recapturing of

space after material is withdrawn so this work had to be completed using workflows and practices developed in-house. Ultimately, the project allowed us to recapture more than 3% of our capacity.

During FY17 OSLF finished assigning locations to the new shelving in our inventory software. By “lighting” these new locations in our software, we recaptured an additional 6.5% in our capacity.

OSLF continues to be a significant destination for tours. In FY17 Oak Street hosted 20 tours with 183 guests visiting the facility.

The Oak Street Library circulation desk completed its second full year of operation in FY17. During the year, the desk was open Monday through Friday from 9am-4pm. Patrons have access to university wifi, three public workstations (each equipped with a scanner), a printer, and plenty of flat workspace in the public Reading Room. One-thousand-four-hundred-ten patron interactions were documented by service desk staff. Patron headcount during FY17 was 657, nearly double FY16. Staff facilitated 77 in-person requests for material and answered an additional 58 general inquiries in person. Staff also processed 64 phone inquiries and received 43 items returned to the front desk. A central service provided to patrons is the ability to request large runs of material for use in the Reading Room without having to ship them to another location. Thirty-one patrons requested and used material onsite while another 120 requested material to be circulated from Oak Street. Additionally, 339 used the facility solely for the reading room. An additional component of the front desk is scanning for ILL requests, reducing the load of material shipped internally, unnecessary wear and tear on the physical pieces, and alleviating some of the stress on the ILL scanning center.

### **CMS Project Work**

Collection Management Services was involved in a wide variety of projects this year, including transfer projects, processing projects with special criteria or notes added, cataloging backlogs, cataloging named gift collections that fell outside the scope of the Library’s Gifts program, and two large consortial projects—the BTAA’s Shared Print Repository and the Google Book Search project.

Collection Management Services took over the vast majority of departmental transfers to Oak Street as on-going library work. In addition to these transfers, some libraries required transfers that exceeded our typical workflow or volume of material that could be processed, and so we worked with the different units to treat each of these transfers as a distinct project. This allowed us to focus on the particular needs of the sending unit, ensuring specific criteria was followed and/or the transfers could be accommodated in a timely manner. In total, CMS processed approximately 190,000 items through project work this year. The largest project categories are listed below, and more project-work details can be found in the appendix of this report.

#### *Google Project*

The Library continued the Google Project again this fiscal year. The majority of the materials to be scanned are located in our Oak Street High-Density Storage Facility and the Main Stacks, and so are being retrieved by our Oak Street staff. In addition, materials are being pulled and transferred to Oak Street from the Main Stacks as well as being pulled and then returned to the Main Stacks. This year just over 89,000 items have been processed and reviewed in relation to this digitization project. In addition, another 9,300 items that came through us from the Illinois State library have been processed for destructive scanning.

#### *BTAA Shared Print Repository Deduplication*

This year we wrapped up all problems associated with sending materials offsite (1,100 items) to the BTAA's Shared Print Repository (SPR) at Indiana's high-density storage facility. Following this, CMS withdrew over 63,000 serial volumes from the Oak Street collection that were duplicates of the shared collection and for which patrons have electronic access through the library. Withdrawing these materials and then reclaiming the space created in the Oak Street vaults was a large undertaking that required a lot of coordination within the unit and with folks outside the unit and library.

### SSHEL

Collection Management Services continued assisting SSHEL with a variety of projects requiring original cataloging, in addition to assisting with the transfers of materials to Oak Street in larger batches. CMS has been primarily working on two backlogs of materials: the Curriculum Collection, which contains a variety of formats and educational kits, and the S-Collection, which was completed this year. CMS staff processed 16,000 Curriculum collection items, 2,900 S-Collection items, and transferred 7,800 items to Oak Street from SSHEL, in addition to the 3,100 items that came through our departmental transfers to Oak Street workflow.

### Named Gifts

Acquired gift collections will sometimes require special instructions or will be large enough to fall outside of the typical gift workflow. In these cases, the collection is treated as a named, stand-alone project. Some of these projects include Japanese Books (an IAS gift), additional items to be added to the previously cataloged Erlewine Astrology Collection, Camiros urban planning documents, a Residence Hall Weeding project, Last Copy items from the Milner Library, as well as several others. In total, CMS processed just shy of 10,000 items belonging to a gifted collection this year.

### Physical Collection Moves

In addition to materials processed, CMS contributed significantly to several physical collection relocations this year. In particular, CMS worked closely with faculty and staff in the Veterinary Medicine Library to move the collection into temporary space, and will assist with the move back to permanent space once remodeling is complete. CMS also worked with the Ricker Art & Architecture Library, shifting materials to accommodate growth room and better serve patron needs.

### **CMS goals for FY17 were as follows:**

- Continue operations for the Google Book Search Project, with an emphasis on Illinois state documents.
  - As noted above, this work is ongoing. CMS successfully relocated the project back to the Oak Street Library Facility, and will continue to partner with Google for at least the upcoming fiscal year.
- Planned physical relocation of the CMS unit to the Oak Street Library Facility and associated changes in workflows and operations.
  - This relocation was accomplished in November, 2016, and many workflows and operations have subsequently been updated.
- Plan and implement the next stage of the Big Ten Academic Alliance Shared Print Repository (SPR)
  - Illinois will host the next phase of the BTAA SPR, beginning July 1, 2017.
- Implement plans for large-scale deduplication of the Oak Street Library Facility.

- CMS successfully deduplicated over 60,000 items from the OSLF collection, matching against the first phase of the SPR located in Indiana. Further deduplication is planned for the coming year.
- Substantially complete the PSED/LSD serial transfers from main stacks to Oak Street.
  - This project has been put on hold following a space assessment which indicated that main stacks currently has more growth room available than OSLF.

CMS goals for upcoming years are often difficult to determine as so much of the work performed by the unit is driven by Library priorities related to shifting construction deadlines and Library priorities. There are a few goals for the coming year which should however remain a priority regardless of other needs.

**CMS goals for FY18:**

- Begin the process to ingest content into the Illinois instance of the BTAA Shared Print Repository, including implementation of new processes to use a unique OCLC symbol, etc.
- Continue operations for the Google Book Search Project, with an emphasis on Illinois state documents.
- Implement plans for ongoing deduplication of Library collections, based on BTAA SPR holdings and other criteria such as local duplication and perpetual online access.

**II Statistical Profile**

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**1. Facilities**

User seating counts (if applicable)

- At tables: 16
- At public workstations: 3
- Informal/other: 4

Number of hours open to the public per week (if applicable)

- 35 hours per week with the exception of breaks when it is 21

**2. Personnel**

Mary Laskowski (Faculty) (100%)

Andrew Cougill (AP) (100%)

Jenny Maddox Abbott (AP) (100%)

Jose Bermudez (Library Specialist) (100%)

Julie Bumpus (Senior Library Specialist) (100%)

Rebecca Clayburn-Wright (Senior Library Specialist) (100%)

B.A. Davis-Howe (Senior Library Specialist) (100%)

Martha Degutis (Senior Library Specialist) (100%)

Michael Donovan (Library Specialist) (100%)

Kara Hagen (Senior Library Specialist) (75%)

Nick Hagen (Senior Library Specialist) (100%)  
Sarah Heald (Library Specialist) (100%)  
Ian Iversen-Curry (Library Specialist) (50%), beginning March 2016  
Debbie Jones (Library Specialist) (100%)  
Scott Mann (Senior Library Specialist) (100%)  
Ithamar Ritz (Senior Library Specialist) (100%)  
Melanie Rusk (Senior Library Specialist) (100%)  
Ben Stone (Library Specialist) (100%)  
Lisa Wells (Senior Library Specialist) (100%)  
Gil Witte (Library Operations Associate) (100%)  
Hewitt Preston Wright (Library Specialist) (100%)  
Millie Wright (Library Specialist) (100%)

The CMS wage allocation this year was \$410,612, with the majority of funds expended on Academic Hourly employees for the major projects of the unit.

### **3. User Services**

#### **Cataloging by CMS**

- Bib Creation: 21,868
- Bib Modification: 17,859
- Holding Action: 101,279
- Item Creation: 48,504
- Item Modification: 1,048,214
- Total: 1,237,724

#### **Gifts**

# before, % after

- Donations
  - Evaluated: 2614
  - Added to stos: 176 -- 7%
  - Added to rbos: 0 -- 0%
  - Cataloging Problems: 15 -- 1%
  - Routed to Another Unit: 22 -- 1%
  - Sent to BWB: 1436 -- 55%
- Departmental Library Gifts
  - Received: 156

- Added to stos: 98 -- 36%
- Cataloging Problems: 16 -- 10%
- Routed to CAM: 24 -- 15%
- Sent to BWB: 12 -- 8%

### **Oak Street High Density Storage**

- Collection:
  - Accessioned: 130,351
  - Re-Accessioned: 2,871
  - De-Accessioned: 67,522
  - Removed from HDS: 64,651
  - Retrievals: 113,230
  - Refiles: 119,806
- Tours:
  - Tours: 21
  - Guests: 218

### **Oak Street Library Service Desk**

- Head Count: 657
- Reading Room: 339
- Items Used Here: 31
- Items Taken Out: 120
- General Inquiries - In Person: 58
- General Inquiries - Phone: 64
- Request Placed for Patron: 77
- Returns: 43
- Other: 21
- Total: 1,410

### **Reserves**

- E-reserves accessed: 120,260
- E-reserve items: 15,706

- Physical reserves: 2,165
- Total reserves: 17,871

SIPX

- Readings: 203
- Enrollment: 2,411
- Bought: 1,418
- Spend: \$7,151.98
- Est. Spend: \$23,806.02
- % of Est.: 30%

**Transfers to Oak Street**

- Sent by CMS: 123,918
- Received: 133,340

**Circulation Statistics**

Charges: 5,087  
 Discharges: 317  
 Renewals: 2,926

**Call Slips**

Call slip data is currently unavailable, as the query did not pull results for the OSLF happening location.

**III Appendices**

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**FY17 CMS Non-Project Work Summary**

<b>ILL Scanning</b>	
Total Requests	1,476
Requests Filled	804 (54%)
Requests Not Filled	672 (46%)
<b>Scanned</b>	
Requests	804
Pages	10,762
Average Pages/Month	899
Hours	221.15
Average Hours/Month	18.42
<b>Not Scanned Reasons</b>	
Online	126 (19%)
Citation	234 (35%)
Language	116 (17%)

Out in LAS	4 (1%)
Not on File	10 (1%)
Cost	9 (1%)
Poor Condition	18 (3%)
>49%	32 (5%)
>70 pgs	25 (4%)
Too big/tight	109 (16%)

### Departmental Transfers

#### Totals

Total Items	16,541
Average items per working day	66
Average number of libraries per month	14
Items needing copy cataloging	176 (1%)
Items needing original cataloging	85 (1%)
Items needing stabilization	773 (5%)
Items sent to RBOS	784 (5%)
Items withdrawn	930 (6%)

#### By Sending Location

ACES	191
Arch & Art	238
CAM	4,783
Communication	100
Engineering	617
HPNL	942
IAS	36
Law	2
Lit Lang	532
Maps	132
Math	1
Music	150
Prairie	49
RBML	1
SSHEL	3,158
Stacks	3,140
Undergrad	779
UniHigh	203
Preservation	351
Binding	1,136
<b>Total</b>	<b>16,541</b>

### Gifts

	Donations	Dept. Gifts Accepted	Total
Evaluated	26,021	4,830	30,851
Kept	4,405 (17%)	3,234 (67%)	7,639 (25%)
Cataloging Problems	362 (1%)	784 (16%)	1,146 (4%)
Sent to BWB	11,629 (45%)	53 (1%)	11,682 (38%)

## FY17 CMS Project Summary

### Shared Print Repository

Deduplication of Oak Street	
Items withdrawn	63,318
Trays deleted	5,314
Trays consolidated	4,465
Shelves opened	395
Sending Project Clean-up	1,089

### Google Book Search Project

Transfers from Stacks to Oak Street	15,909
Returned to Stacks	15,962

Cataloging Problems		3,005
Illinois State to Google (destructive scanning)		9,334
<b>Transfer Projects</b>		
PSED/LSD serial transfers to Oak Street		17,857
SSHEL to Oak Street transfers		7,782
HPNL microfilm to Oak Street transfers		6,678
Vet Med to Oak Street transfers		3,939
Grainger to Oak Street transfers		3,557
Undergrad to Oak Street transfers		1,679
ACES weeding project		1,402
MPAL to Oak Street transfers		1,129
Stacks to RBOS transfers		797
Math copy replacement project		263
Theses to Archives Oak Street transfers		134
Communications VHS transfers to Oak Street		126
Cataloging Problems		2,986
Items withdrawn		4,826
<b>Named Gifts (special instructions or volume exceeded typical workflow; treated as distinct project)</b>		
Milner Library		4,028
Residence Hall Weeding (BWB)		3,013
Cameros City Planning Gift		1,714
Last Copy		1,323
SGML Donation		528
Erlewine (Part Deux)		265
Mulberry Tech gift		210
Japanese Books (IAS gift)		154
Mandeville Collection		143
IHLC gift		117
UIS gift		75
<b>SSHEL Projects</b>		
Curriculum cataloging		
Original cat. titles		805
Original cat. items		1,365
Copy cat. titles		2,980
Copy cat. items		5,625
Recataloged items		18
Items added		6,681
Transferred items		351
S-Collection		
Replacing Damaged or Paperback Copy		173
Dust Jackets Added		430
Unique Books Added		53
Duplicate/Added Copies		269
Books Sent to BWB		1,996
<b>Oak Street Stabilization</b>		
<b>Stabilization By Repair</b>		
Envelopes	4,956	
Ties	1,216	
Wraps	240	
Boards	187	
Colibri	1,162	
Tip-ins	20	
Mending	5	

Glues	25
Pockets	28
<b>Total</b>	<b>7,839</b>