

Office of Collections and Technical Services
ANNUAL REPORT JULY 1, 2021 – JUNE 30, 2022
Prepared by: Thomas H. Teper

I Unit Narrative

The Office of Collections and Technical Services serves the University through the provision and coordination of collection-related administrative services, including: coordination of budgeting and resource allocation; collection analysis; oversight of collection management activities, procurement, cataloging and metadata production; and other collection development activities involving both general and special collections. The units that report to the office include the now merged Acquisitions and Cataloging Services (ACS), the Rare Book & Manuscript Library, and Scholarly Communications and Library Publishing (SCLP). The Office of Collections and Technical Services works closely with many technical services operations on issues of acquisitions, collection development, collection management, operational policies, preservation, and conservation. Moreover, the unit continues to work closely with the Office of Library Facilities and colleagues in the Special Collections Division on planning the developing Archives and Special Collections Facility.

I. Significant Accomplishments in FY21 (July 1, 2021, to June 30, 2022).

Access to Collections – A long-standing area of focus has been enhancing access to collections. As the Library completed the New Service Models, attention focused on the massive accumulations of general collections materials. Most of those backlogs are eliminated. In recent years, focus shifted toward eliminating backlogs of specialized materials. For instance, during FY22, ACS personnel eliminated the 5,000 item Music Library frontlog.

Processing the Library's most significant recent acquisitions, the papers of Gwendolyn Brooks and Haki Madhubuti, slowed during the pandemic, but resumed in FY22. In conjunction with the Library Building Project, groundwork laid in FY20 to support backlog elimination and barcoding of the RBML's collections as well as efforts to barcode the University Archives' extensive holdings resumed in FY21 and continued into FY22. Recently, RBML announced an anticipated completion of barcoding by the end of 2022. This work will support proper inventory control and enable the units to realize the potential of Aeon.

Additionally, the unit supported the Library's efforts toward further developing the Illinois Service Hub for the Digital Public Library of America (DPLA). Pivoting in FY21 and FY22 more in the direction of engagement and outreach, this project involved initiating work on behalf of the service hub team members with the aim of furthering the statewide hub's reach.

Acquisitions and Collection Development – Significant Collection Development Activities – FY22 brought continued financial relief from the campus for the materials budget. Using these resources, the University Library continued to support several successful initiatives and contributed toward several new initiatives while also planning for the possibility of a flat allocation in FY22. Some of these opportunities included:

- ***FY22 Budgetary Planning*** - The financial impact of the Covid pandemic on the campus continues to be felt with the University Library receiving no additional collections support for FY22. Consequently, the Office of Collections utilized general funds and the inflation pool to cover price increases for FY22, effectively ensuring that no resources needed to be cancelled during that FY.

- **FY23 Budgetary Planning** - The Office of Collections and Technical Services led discussions and developed models for supporting collections needs during an anticipated flat FY23 allocation. Utilizing a combination of general funds and a late commitment from campus to cover 50% of price increases, the Office settled on a model with CDC that resulted in ca 1.4% reallocations from subject funds to cover price increases. This model resulted in no mandated cancellations.
- **Oxford University Press Consortial Ebook Pilot** – The Illinois-initiated BTAA effort to acquire Oxford University Press Ebooks, expanded in FY21 to include the entire BTAA membership, and in FY22, shifted to being an ongoing program. Illinois is serving as the home for the print copies, greatly expanding local access to OUP titles in both print and electronic.
- **ProQuest Access and Build** – Utilizing end of year FY22 funding, the Office of Collections and Technical Services wrapped up our extended participation in the ProQuest Access and Building program. As FY22 closed, the Office worked with subject specialists to identify the resources from this “lease-to-own” program that would be converted to perpetual rights access. By the program’s end, Illinois had acquired all the existing resources from ProQuest with substantial documented usage.
- **The Hybrid Work Environment** – Following the campus’ move to fully-online education in the spring of 2020 and the growing comfort our personnel expressed with remote work through the pandemic, the Office of Collections and Technical Services worked with reporting units in FY22 to transition some personnel to fully remote or hybrid work schedules in keeping with the developing Library procedures. While most reporting personnel are on-site, one individual is fully remote, and numerous personnel have been approved for hybrid schedules.

Collection Management and Assessment Activities – Much of the collection management planning and execution overseen by the Collection Management Working Group took a back seat to collections-related discussions around the Library Building Project. However, they did not entirely cease, and this work did not require a slow-down in the analysis and assessment activities that occupy much of the office’s time.

- **Collection Analysis and Assessment Activities** – Esra Coskun continues to make a significant contribution to the University Library, allowing the Office of Collections and Technical Services to deliver both canned and custom usage data to our subject specialists, supporting budgeting activities for library materials, developing analytical data that compares library funding by discipline to different colleges on campus, and continuing the ongoing effort to aggregate information about e-resource subscriptions, brand e-resources acquired by Illinois, and deliver valuable data that is contributing to research conducted by at least three projects in the Library. In preparation for FY23 budget discussions, Esra pulled together financial scenarios based on our understanding of the developing fiscal situation. Her work modelling these scenarios helped us to not only communicate clearly with fund managers about the possibilities, but to pivot as we determined that the situation was not going to be as dire as initially predicted.
- **Collection Management** – The team in ACS completed a targeted project that sought to eliminate the entirety of the Music and Performing Arts Library’s “Frontlog”.

Library Building Project – Beginning with the project vision statement released in early-2018, the Library Building Project advanced from being a broad vision to being a more fully developed program that will advance social sciences and humanities research on campus, improve the undergraduate experience, and enhance the Library’s broader mission as a cultural heritage institution. During FY22, the Library’s team worked closely with architect/engineers and Capital Planning personnel to complete both Design Development and Schematic Design for the Archives and Special Collections Building. To accomplish this, numerous activities needed to come to fruition:

- **Board of Trustees Approval** – In the spring of 2022, the Library received BOT approval to move forward with the Library Building Project’s first phase, the creation of an Archives and Special Collections Building in the former Undergraduate Library.
- **Communications Activities** – Working with the Library’s Communications Officer and the User Experience Specialist, we maintained and updated the project website at key points in the process.
- **Committees and Working Groups** – The Special Collections WG (chaired by Joanne Kaczmarek) continues regular meetings as does the ad hoc group consisting of Joanne Kaczmarek, Kathryn Risor-Heise, Tim Newman, Heather Murphy, and Tom Teper. The Special Collections WG and subgroups consisting of almost every SC division member provided direct and substantive background material for the project team. Our ad hoc group centers more on communications-related issues, bringing in project team members, communications, and advancement to ensure that messaging remains consistent.
- **Planning Meetings** – Throughout FY22, Library personnel and Capital Planning personnel participated in and/or led dozens of meetings on topics ranging from furniture, fixtures, and equipment (FFE), to campus approval of variances to campus building standards, to the placement of security cameras on the facility. These meetings continued throughout the year, culminating in a final review of the submitted design development in June 2022.
- **Consultants Work** –The campus executed a final contract in the spring of 2022 with Wiss, Janney, Elsessnor (WJE) to complete a forensic analysis of the Undergraduate Library building with the intent of discovering any unidentified weaknesses or threats in the building in so far as its suitability to service as a home for our Archives and Special Collections.

Scholarly Communications & Library Publishing –Returning from the pandemic, I worked with SC&LP Head Dan Tracy to transition the unit into a hybrid-staffing model, with significant personnel approved for remote work. During that time, I also sought to better understand the unit’s operations and to improve communications efforts aimed at supporting the growing number of transformative agreements that serve our campus. These include the University’s agreement with IEEE, the BTAA’s Cambridge University Press and Wiley agreements, as well as several smaller agreements.

II. Major challenges faced by the unit during FY21.

Personnel – Personnel changes and vacancies within the organization continue to impact and negatively affect the Library. The most significantly impacted area in this Office is Acquisitions and Cataloging Services (ACS). The merger of two units into a single organization in FY19 was complicated by several personnel losses in FY19 and FY20 that were exacerbated further by the separation program in FY21. Fortunately, the unit was able to advance multiple hires in FY22, including a Metadata Librarian and several civil service positions.

III. Significant changes to unit operations, personnel, service profile, or service programs during FY2021

None not otherwise mentioned

IV. Contributions to Library-wide programs

As an office that supports the work of personnel throughout the Library and across campus, the Office of Collections and Technical Services advances Library-wide programs in numerous ways.

Personnel in the unit logged 405 transactions into DeskTracker during the last year. Continued support for programs such as Reveal Digital's scanning efforts, the Eastview/CRL Global Press Archive, the South Asian Open Archive, and funding for the Internet Archives scanning center not only promote a more sustainable, cooperative digitization environment underwritten by research libraries but greatly expand access to resources by and about underrepresented populations both in the US and abroad. to the Library's advocacy for an initial polit between BTAA and Oxford University Press resulted in a broader, membership-wide cooperative agreement that expanded access to both print and electronic books. Likewise, the BTAA's Cambridge University Press and Wiley agreements underwrote publishing fees for member institution authors. Locally, our efforts to communicate the terms of OA agreements markedly improved in FY22. The Office's spearheading of efforts to barcode items in RBML and the University Archives as well as to address the Library's significant map backlog all stand to improve collection management and inventory control in the coming years. In the case of RBML and the Archives, the efforts will also provide Illinois with the opportunity to provide the sort of inventory control for rare materials that is commonly found at other research institutions. This is control that we have not provided in the past and a threat to the resources that we steward.

The Library Building Project is paving the way for discussions related to Transformative Learning Experiences by providing the foundational work necessary to build spaces and integrate technologies that contribute toward the services that enhance, accessibility, academic success, and wellness. The work is critical to the Library's mission and will support our stated desire to advance co-curricular programming and practices. Our role in supporting the Library Building Project directly advances the Library as a place of convergence for excellence in innovative services and programs by modeling spaces that will allow the institution to further enhance library outreach and engagement programs.

The Office plays a critical role in strengthening collections in all formats to facilitate and advance the diverse nature of learning, teaching, and emergent areas of research. For over 150 years, the University of Illinois provided access to collections and services that uphold the university's responsibility as a land-grant institution. That tradition continues today with over \$20.5-million dollars expended annually to sustain collections in the arts, humanities, sciences, and social sciences that support scholars on this campus and across the State of Illinois. Part of that responsibility is also ensuring that the Library's collections represent the broadest cross-section of our nation's cultural heritage. Efforts made with the RBML to collect previously neglected areas of our shared literary heritage represent a partial fulfillment of that effort, but forward-thinking projects such as Reveal Digital's digitization program and acquisitions targeted to gap-fill more contemporary acquisitions help us to be more proactive partners in advancing a more inclusive scholarly environment.

Finally, our efforts to model Strategic Investments for a Sustainable Library Environment are evident throughout our work assessing, developing, and managing library collections. Through our regular work with the BTAA, the HathiTrust, the Center for Research Libraries, and others, we build active, sustainable partnerships to expand access to, and the diversity of, collections and services. Our office worked to secure funding for strategic collections in unique and specialized areas. In our own internal discussions around reorganization, supporting graduate assistants, engaging in instructional programs in the iSchool and on campus, we have helped develop, mentor, and inspire the next generation of library and information science professionals. Our efforts to assess expenditures, collection usage, and the management of our collections all contribute toward the goal of applying assessment and evidence-based practices to make strategic investments to advance the mission of

the university.

V. Progress made on Unit Annual Goals for FY22.

A. Significant Goals:

a. Acquisitions and Collection Development – Continued implementing and monitoring programs such as the OUP ebook acquisitions and the ProQuest Access and Build program, continued efforts to acquire specialized and unique collections that enhance our institutions strong collections, built a sound fiscal base for FY22. Engagement in BTAA discussions around the transformative licenses for journal acquisitions helped yield Wiley deal for membership and ensure benefits were communicated broadly on campus.

b. Collection Management and Assessment Activities – Resumed discussions about preparing for the collection needs of the Altgeld/Illini Hall building project and engaged in collection management activities related to the Main-Undergraduate Library Integration, engaged our Government Documents librarian in some discussions related to collection management, but need to resume discussions in FY23 as they will be critical to later phases of the Library Building project

c. Library Building Project – We completed the Schematic and Design Development phases of project. Presently, we are preparing to start on Construction Documents phase in late 2022 in anticipation of construction starting in Spring 2023.

d. Unit Operations – We made progress rethinking and rebuilding ACS personnel ranks following the series of retirements and departures experienced during the summer of 2019 and FY20. During FY22, we filled one professional position and one civil service position with two more pending. FY22 started as the Covid-related remote work environment waned and students began to return to campus, so a significant goal for FY22 included supporting personnel as they returned to the campus environment. Within ACS, the unit felt challenged by the numerous retirements and departures over the last three years. The approval to hire two civil service personnel relieved some of the pressure, but the need for a continued re-evaluation of procedures and workflows within the unit remains. The addition of an E-Resources Collection Management Librarian during the shut-down meant that work remained to be done in integrating those personnel into our operational models a bit more fully.

VI. Unit Annual Goals for FY23

a. Access –We desire to complete cataloging and barcoding monographs in RBML and making significant progress on the University Archives and RBML manuscripts. Continued improvements to e-resources access and troubleshooting remain high priorities and tackling the last of the remaining backlogs that are hiding around the library remains important.

b. Acquisitions and Collection Development – As we move forward through FY22, discussions in the library will turn toward ensuring that we are prepared for the budgetary situation in FY23. This will include extensive discussions through-out FY22 with the intent of entering FY23 knowing that we have a sound foundation to weather a flat allocation in FY23. Complete GOBI project on DEIA-related back-fill collecting.

c. **Collection Management and Assessment Activities** – Continue preparations for the collection needs of the Altgeld/Illini Hall building project, begin more substantive discussions about management of government documents collections, and further advance modeling of collections in support of library building project.

d. **Library Building Project** – Complete Construction Documents for the Archives and Special Collections Building and begin construction.

e. **Scholarly Communications and Publishing** – Continue supporting Scholarly Communications and Publishing’s efforts to advance the development of Open Educational Resources (OERs) on this campus, to support the unit as it continues developing the Publishing without Walls (PWW) and Afro-PWW projects, and to ensure that the unit is well-positioned to serve as a clearing house for information related to transformational publishing agreements.

Unit Operations -

VI. Needs to Achieve Goals

- a. **Access** – Continued support of ACS, Maps, MPAL, and RBML personnel. Continued support of discretionary use of resources to support such projects and recognition of personnel need to support ongoing operations.
- b. **Acquisitions and Collection Development** – Sufficient resources from campus to support continued maintenance of the collection’s financial base as well as continued support of discretionary fund usage to engaged in development of specialized collections. Efforts will be made to identify resources internally for FY23, but a continued communication with campus about needs in a changing scholarly environment.
- c. **Library Building Project** – FY22 was a period of rapid project development, with BOT approval in February and Schematic and Design Development completed in the subsequent months. With demolition starting in late 2022 and construction scheduled to begin in early 2023, continued support of communication efforts will remain important.
- d. **Unit Operations** – Continued support for the approved searches in ACS will remain important in the coming months.

VII. Details about Graduate Assistants

The Office of Collections and Technical Services typically one graduate assistant. The position is endowment funded. The incumbent supports the Office of Collections and Technical Services. A belated search will be conducted to fill a position in FY23.

1. Facilities

- User seating counts – N/A
- Number of hours open to the public per week – ca. 45

2. Personnel

- Thomas H. Teper, Associate University Librarian for Collections and Technical Services, and Associate Dean of Libraries (1.0 FTE)
- Esra Coskun, Collections Analysis and Planning Specialist (1.0 FTE)

Student Wage Allocation = \$0.00

3. User Services

Reference Interactions – 405 logged transactions in DeskTracker.

4. Other statistics (optional)

N/A

III Appendices (optional)

N/A