Statement from Mary Page, ALCTS candidate for Vice President/President Elect: “As library services have evolved, we as librarians have also evolved and taken on new roles. We are no longer the gatekeepers; we are the guides.”

What impact do we have on libraries?
• Access to information
• Guides of last resort, attempting to guide?

Discovery Services
• World Cat Local (WCL), Ebsco Discovery Service (EDS)
• Interaction, how is it taught and how to use information, how to make it work? TS/Ref. meetings?

Communication between guide and gate keeper
• Discovery layer-keyword
• Time used to learn how to use indexes-limits of what can do in catalog that the public services wants
• University of Baltimore - Langsdale has a game collection-catalog genre
• Aleph catalog- a lot of people use World Cat Local
• Communicate with Public Services; let them know our system limitations and what we can do
• PS has to change way of thinking, and teams need to work together to get users what they need to know.

Formal TS/PS interaction?
• In implementing discovery services
• In web design, and Library Information Management System
• Is TS stuck on standards? New standards = attempt to be flexible (Dublin Core; RDA)

World Cat Lists
• University of Baltimore library folks created World Cat lists of such things as DVD’s, new titles lists; go to World Cat.org, go to lists and search for the list. This was in response to faculty request.

How do we enter the library?
• Through the web, Blackboard, library webpage, etc...
• OPAC not often used

EDS vs WCL
• All vendors try to tell you that they play well with other systems; not true!

Public Libraries
• More overlap between TS and Ref
• Integrated for smaller institutions who might have multiple hats and responsibilities

Sharing Information
• Newsletters; sent out quarterly to Public Services on the happenings.
• Some have Senior Staff meetings where updates are given and minutes sent out to staff members.

Public Services and Technical Services, do they work together?
• Academic libraries may be larger/more specialized; may have separate TS/PS responsibilities.
• Technical Services and Public Services do searches very differently in OPAC, and staff module. TS should look at the staff module and then the OPAC.
• Cooperate with Public Services; weeding the collection and be more customer service conscientious.
• TS provides assistance to PS behind the scenes
• Some get TS confused with Technology Services – fixing computers!

End of Technical Services?
• Community Content and Acquisitions: changing role at UMBC due to institutional repository
• These roles may be split at other institutions: acquisitions, cataloging metadata services, digital Services, data manipulation, digital services
• Some feel that Technical Services must have control and other departments are wrong
• Pushing to look at every person on the library staff as a customer

Technical Services merged with Collection Management?
• Workflow issues
• Some responsibilities were TS such as display cases in one institution
• TS: catalog, data processing, processing; material management-choosing material
• Collection Management: collection development-acquisitions was a responsibility

Processing Department and Collection Development Department are 2 separate departments in some institutions.

Public Services and Collection Development
• Langsdale: selectors go to Yankee Book Peddler Library Services who identify and order in YBP
• UMBC: Student requests-student government gives money for student requests
• UB Law: Collection Development Committee makes selection, fills out forms; acquisitions person orders, separate person makes payment

Take Aways:
• Same challenges for Academic, Public, etc.
• Technology drives change in TS; must move outside our box
• PS/TS combination
• TS is a public service
• Demonstrate value
• No simple way of handling things, but open to change
• Communication between TS and PS: plug away and stick to it
• Don’t say “no” right away, think it over and plan or strategize how to get to “yes.”