TSD Discussion: Top Trends in Technical Services
May 6, 2011
MLA/DLA Conference

• E-serials/Databases:
  o Compare usage vs. the cost of inter-library loan
    ▪ Sometimes a lot cheaper to ILL and cancel subscription
  o Serials Librarians need to be “psychic” to predict inflation costs when selecting products
  o Staff should be able to provide input to decision makers when there is discussion on purchasing products
  o Often Databases are aggregators
    ▪ Electronic resources are leased and not owned by libraries
  o Be careful with lapses of subscriptions because it can be very expensive to fill in gaps

• Economy:
  o Cutting titles
  o A large portion of materials are being cut
  o At University of Baltimore Law Library 80% of periodicals are being cut
    ▪ Also a large portion of loose leaf
  o Some libraries have stopped binding
  o Things to consider when cutting materials
    ▪ Contacting vendors
    ▪ Issue of refunds, if cancelled before the end of the subscription period
    ▪ When to cancel
    ▪ What to do with on shelf items that are no longer getting updated
  o Comparing Vendors
    ▪ Time consuming
    ▪ Moving away from vendors and going to retailers (Amazon and Barnes & Noble)
    ▪ Issues with misrepresentation of products
    ▪ Service issues

• Online vs. Print Resources:
  o If materials are available online can the print items be cut/removed
  o Often times print can be more expensive
  o HeinOnline is a common online resource for legal periodicals
  o Examine duplication
    ▪ Especially in times of budget cuts
    ▪ Some materials may appear to be available Online, but might not be full text
    • Decision makers need to be aware of differences between availability of full text vs. abstract
  o There can be a danger when discarding/weeding print
    ▪ Especially if database access is lost

• Digitization:
  o Often done when materials are requested through ILL
    ▪ The original is scanned and the digital version sent to requesting library
  o HathiTrust Project (www.hathitrust.org)
    ▪ College Park participates
    ▪ Scans and makes materials available online
    ▪ Question if to get rid of storage, once digitized
  o Use of Metadata
  o Vendors are costly
  o Copyright?
Hosting online collection
  - ContentDM (UMBC: http://contentdm.ad.umbc.edu/)
  - D-Space (Health Sciences and Human Services Library: http://archive.hshsl.umaryland.edu/)

Digitization does not always preserve materials
  - Digital materials can also decay, or the technology change
  - Especially should not be used as a substitute of original art or photographs, or of materials of special historical value to a collection. Digitization is a way to make them more accessible to a larger audience and to make more people aware that these items are included in the library’s special collections

Useful to have one database for all Maryland historical resources?

• Role of Technical Services Staff:
  - Not usually involved in decisions on what to cut or weed (More Collection Development)
  - During the weeding process Services staff, and sometimes Faculty, are usually allowed to review before final decision
  - Influenced by need to work public service desks
  - Tasks for processing/check in staff with less print materials being received
    - Tasks are becoming more “technical”
    - Processors could now assist with digitizing materials
    - Need to provide good training
    - What can be shared?

• Consider partnering with other libraries when deciding what to do with discarded material; or what to retain and what to discard
  - Other libraries make agreements about selecting what they will keep or discard according to what others will keep or discard (Maryland Shared Distributed Journal Collections Project)

• Customer/User Services
  - Make resources more user friendly and searchable
  - Discovery tools
  - Integrated searches; search all collections/resources
  - Some libraries have different catalogs for physical materials and E-resources
    - Can be confusing to users
    - Databases may contain print resources that were previously in the system, but if not in catalog users may not be finding the information

• Program Idea: Collection Management with Technical Services
  - Collection Management decisions that may affect technical services processes
    - For example: Cutting and weeding; Transition to e-only
    - Criteria : Time period print not circulating? E-resources use statistics? Retention of withdrawn status information: Auditing purposes-time frame? Other?
  - Distinction and relationship between Collection Management and Collection Development