UC San Diego
Presentations and Posters

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New Directions in Technical Services For Latin American collections: Building unique collections

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New Directions in Technical Services
For Latin American collections:
Building unique collections

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A time of transformation

- Diminished collections budgets
- Increased focus on unique collections and digitization
- Decrease in staff in technical services
- Increased dependence on vendor services
- Increased pressure toward cooperative or "enterprise" solutions with vendors and other libraries
- Budgets within UC forcing reduction of "unnecessary duplication" across system

Movers and shakers : BSTF

UC Bibliographic Services Task Force - 2005-2008

Asked our users:

How well are our users being served by our ten OPACs, Melvyl, Web pages, A-Z ejournal lists?

Surveys found that our users were not well served.

Catalog is poorly designed, libraries offer a fragmented set of systems for the user – often confusing and redundant.

Fragmented system is labor intensive and hard to maintain. Need to reduce effort and complexity in our operations.

Push is to innovate and reduce costs

– Simplify catalog records "what is good enough?"

– Obtain or reuse data available at the point of selection, or automatically generate this data from publisher output (e.g. ONIX)

– Manage acquisitions and catalog data through batch processes as much as possible

– Identify local customization and eliminate them whenever possible

– Use technical services to enhance collection development

Streamline workflows

- Ask vendors to support workflow best practices and standards – not adapt to local ones

- Look at workflow from **selection** to *access or shelving*; streamline the workflows to eliminate unnecessary or redundant effort

- Support workflows with automated techniques and tools

- On campuses with multiple technical processing centers, integrate and centralize operations

The UC response to BSTF

1) Create a single catalog interface for all of UC – in progress (WorldCat Local Pilot began in late 2007)

2) Re-architect cataloging workflow – view all 10 campus cataloging workflows as a single enterprise, with a single data store – rather than a Union Catalog to which we load

3) Consider abandoning controlled vocabulary for some subject headings, substituting Tables of Contents and indexes for them – under review

4) Focus on formats that are undiscoverable without subject access: e.g. images, music, numeric databases - and strive for better access to them – in progress

UC Collection Initiatives

Shared Print Collections Task Force (Collection Development Officers, UC Libraries), 2010

GOAL: Identify a body of materials to be purchased collectively, acquired processed, and managed as a persistent, collectively-governed collection for all of UC.   Propose a funding model, supporting infrastructure, and provide cost-benefit analysis

Sticking points:
>   what is that body?
>   who pays for it?
>   who does the work?
>   where is it housed?

1 University, 1 Library, 1 Collection

Each campus should build on its strengths – "UC Collections of Distinction"

Establish "Centers of Excellence" for certain areas which might focus on acquisitions and cataloging in those areas

Reduce "unnecessary duplication" – how do you define that? What is the optimum number of copies?

Develop an infrastructure that facilitates cooperative selection, manages workflow and financial management across the UC

Improve delivery services to the user

Reducing duplication – how?

WorldCat collection Analysis

has limited usefulness (snapshot) after the fact – too late in process

Need proactive ways (before selection/purchase)

Vendor provided data (helpful, but limited to a few vendors)

WorldCat Selection Service – has potential but is expensive, limited number of vendors (Bach, Puvill, Iberbook)

UCSD duplication with other libraries

Only 9.67% is unique compared to top 20 ARL libraries

29.35% is unique compared to southern UCs

17.89% is unique compared to all of UC

Self-reported strengths

UCSD self-identified strength – Mexican politics
Mexico – Political institutions
UCSD vs. Southern UC's (UCI, UCLA, UCSB, UCSC, UCSD)

	Unique	Overlap
Latin American history	34.37%	65.62%
Mexico – Political institutions	59.35%	40.65%

Brazilian Literature since 1800

UCLA self-reported strength

	Unique	Overlap	Strong collection
Portuguese Literature	24.90%	75.10%	UCLA
Portuguese Literature - Brazil - Since 1800	26.25%	73.75%	UCLA
Portuguese	27.83%	72.17%	UCLA

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Designating "collection of distinction"

- Identify existing collection strength
- Focus on research and teaching at the campus level
- Consider supporting collections in allied areas: e.g. gender studies, migration, cultural studies not elsewhere collected
- Other UC collections are built at level sufficient to support teaching only

Consider geographical or subject shared collections

Not all campuses need to be strong in all countries in a region in a given subject

Central America - Divide by country

South America - Divide by region – Andean, Southern Cone

It is easier to build geographically based collections because vendors are geographically based

However, Latin American history in general can be supported UC-wide with publications in all areas

Latin American History - general

Southern UCs	Unique	Overlap
History - Latin America, Spanish America, General	26.08%	73.92%
Latin America - History & Description	27.85%	72.15%
Latin America, General	22.28%	77.72%
Mean	25.4%	

All UCs	Unique	Overlap
History - Latin America, Spanish America, General	14.06%	85.94%
Latin America - History & Description	15.35%	84.65%
Latin America, General	11.27%	88.73%

Central American History UCSD vs. all UC

Country	Unique	Overlap
History - Central America	14.80%	85.20%
Belize	14.71%	85.29%
Central America - Antiquities, Indians	12.51%	87.49%
Costa Rica	20.90%	79.10%
El Salvador	20.87%	79.13%
Guatemala	17.26%	82.74%
History - Central America	9.55%	90.45%
History - Central America, General Works	11.67%	88.33%
Honduras	18.07%	81.93%
Nicaragua	10.62%	89.38%
Panama	15.93%	84.07%

Next Generation Technical Services

Initiative of the University of California to redesign technical services to minimize redundant activities, improve efficiency, and foster innovation in collection development and management – began in late 2009 – outgrowth of BSTF

 Four focuses of effort:

1. Commonly Held Content in Roman Languages
2. Commonly Held Content in non-Roman Language s
3. UC Unique Collections
4. 21st Century Emerging Resources (researcher's raw data, blogs, wikis, tweets)

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Directions UC has taken so far

Move to network level cataloging (work done in OCLC versus the ILS so that all benefit) – results in loss of local data in OPACs

Outsource cataloging within UC campuses

Focus on developing best practices and common standards for acquisitions, cataloging, financial management, and digitization/metadata analysis – under development

Push to work with vendors for online data early in the life cycle (e.g. vendor records for orders) – ONIX data from publishers, and user-created metadata - in progress

What we need from L.A. vendors

EDIFACT ordering and invoicing is great!

In FY 09/10 UCSD placed 1459 firm orders, nearly half had to be keyed in

All LA orders are manually received and invoices paid manually time/staff=money

EDIFACT ordering allows generation of orders directly from ILS – then email them

EDIFACT invoicing eliminates need to key in receipt/payment information – speeds up payment process to vendor

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Vendor databases – my perspective

- Lack of standardization across vendor platforms
- Often bewildering to library staff
- Seemed more designed for ordering than selection – hard to separate permissions for selectors
- Don't make acquisitions process easier because of multiple steps to get vendor records into ILS
- Usually no relationships with OCLC records to facilitate record overlay at point of order/cataloging
- Ability to order materials on a web site is no time-saver in Acquisitions – need EDIFACT ordering

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Shelf-ready cataloging – worth it?

Cataloging only? Or full processing?

- Not able to accommodate local practices without increased costs

- WorldCat Local users require the OCLC control number – not provided by all vendors

- Unit costs for BIBCO Standard records are expensive unless there are many customers

- Need to do throughput studies and balance with available human capital at various levels

- May need to do additional work upon receipt (authority work, shelflisting)

The Dilemma

- Big start-up costs to vendor for these services
- Vendors don't want to give away their work in OCLC without a return
- Libraries may not get credit from OCLC for enhancing vendor records
- Without many customers, it can be very expensive to everyone
- Customers often unwilling to abandon local requirements
- Customers often unable or unwilling to pay for these services
- Bottom line: balance vendor offerings with external services they can/cannot offer

The New Frontiers

Hidden collections will demand increased attention:

- **Datasets (commercial and raw data)**

- **Anthropologist field notes**, **oral histories, streaming media, realia (artifacts, replicas, specimens)**

- **Other new human expression media:** blogs, graphic novels, electronic correspondence

All of these require special licensing, preservation, curation, metadata analysis skill sets.

Looking ahead

Library staff in Tech Services will be smaller and need to be more efficient

We are forced to reduce costs of acquiring and processing "core" materials – including Latin American materials –

Increased staff time will be devoted to unique resources and new formats

Vendors can provide some services to libraries that might not involve great start-up costs (EDIFACT Ordering/Invoicing) – will make them competitive – how can libraries help them?

Can vendors/libraries work collectively to offset the costs to provide these added services?

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QUESTIONS?

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