Restructuring Technical Services and Collection Development to Meet User Needs and Improve Return on Investment

ALCTS CMS Forum
ALA Midwinter 2019
January 27, 2019

Michael A. Arthur
Associate Professor
Head, Resource Acquisition & Discovery
New Vision for Technical Services

- Reorganization
- Workflow Analysis
- Shifting responsibilities/Addressing staffing
- Centralization of workflow
- Complete transition from a print based environment
- Synergy through collaboration with vendors
Why Technical Services?

• Change in strategic direction within library
• Evaluate legacy operations
• Identify inefficient operations
• Update procedures and policies
• Identify single points of failure
• Identify training needs
Results of workflow analysis

• Removed barriers to change
• Eliminated redundancy
• Reduced number of silos
• Improved training/cross training
• Added key positions
New Focus on Staffing

- Coordinator positions
- Additional E-resources Librarian
- New Metadata Librarian positions/professional staff
- Promotion of existing staff
- Cross Training/succession planning
Collaboration outside of Technical Services

• Centralization of effort
• Direct contact with branch libraries
• Opportunity to work with Special Collections, Library Public Relations, Events Coordinator
• Collaboration with Information Services
• Responsibility for marketing library resources
Move away from traditional collection development

- New Liaison model focuses librarians on outreach
- Collection development to collection strategy
- Complete review of approval plan profile
- Implementation of Demand Driven Acquisitions
- Detailed cost per use studies
- Serials/database cancellations
Purchase based on demonstrated need

- Cancellations based on high CPU/low use
- Reliance on DDA and strategic firm ordering for academic monographs
- Regular review of approval plan
- Faculty-librarian input for selections outside DDA
- Annual usage and CPU reports to Dean of Libraries
Vendor Collaboration

- Complete approval plan review-DDA implementation
- Implemented Usage Consolidation
- Implemented Springshare
- Transition to Full Text Finder
- Cost containment for CSFs
- Negotiation on journal packages & databases
- Marketing library resources-vendor hosted events
Positive Impact from changes

- Staffing and funding aimed at new initiatives
- Focus on university and library strategic plan
- Reduction in legacy materials/workflow
- Evidence of return on investment
- More focus on negotiation/cost containment
- Improved discovery/Increased usage across all formats
- Surviving flat budgets (FY16, FY17, FY18, FY19)
Contact Information

Michael Arthur
Department Head, Resource Acquisition & Discovery
Office: 205-348-1493
Fax: 205-348-6358
maarthur@ua.edu