

CTST Annual Report

2012-2013

Submitted November 2013

CTST Membership

Ann Miller, UO, Chair of the Collaborative Technical Services Team
Becky Paulson, SPU, Chair of the Acquisitions Working Group
Lori Robare, UO, Chair of the Cataloging Working Group
Sion Romaine, UW, Chair of the Serials/ERM Working Group
Richard Jost, UW, Chair of the Training Working Group
Milly Williams, PCC
Dalia Corkrum, Whitman, Council Liaison
Maria Wagner, PCC
Kathi Carlisle Fountain, staff liaison

Background and general setup

2012-2013 marked the first year of the Collaborative Technical Services Team's incarnation as a permanent Alliance team. Fall 2012 was very much taken up with the appointment of the Team and its Working Groups. In January 2013 the Team began regular meetings with the initial goal of establishing a charge and formulating goals for the first year.

Early on in the Team's work it was established that the foundation of the Alliance's technical services collaboration was going to be the shared ILS. As a result CTST needed to be heavily involved in the work of the Shared ILS Implementation Team. The initial structure included liaisons from SILS working groups to CTST working groups. However, both CTST and SILS found it useful to expand that participation.

As a result the CTST Team has concentrated on working with SILS on establishing collaborative expectations where the migration and implementation of the shared ILS has required us to do so. That work has included working toward an increased understanding of collaborative goals within the Alliance, such as the expectations of the Bibliographic Mandates as well as understanding where differences within the Alliance will create challenges, such as use of electronic resource management systems.

Participation in Shared ILS work

As noted above the CTST and working group members were heavily involved in the shared SILS work of the past year. Participation started with the Cohort1/SILS Kickoff Meeting on Jan. 8, 2013. The CTST Working Group chairs quickly discerned at that meeting that the work of implementation was closely tied to preparing the system for a collaborative environment. It was arranged with SILS for the chairs to participate in SILS Working Groups where there were mutual groups namely: Cataloging, Serials/ERM and Acquisitions.

Following the kickoff meeting the CTST determined that it needed to be continually involved in the ILS implementation and development process. The team took every opportunity to participate in training, exploration of the Alma sandbox, and discussions with Ex Libris. That level of participation has included:

- viewing the webinar training provided to Cohorts 1 and 2
- attendance at Functional Workshop training for Cohorts 1 and 2
- meeting with Ex Libris staff and SILS at ALA Midwinter in Seattle on training
- establishing Alliance policies (see Working Groups for details)

Individual and Group Presentations and Activities

CTST members were asked to present on our collaborative activities in several venues. Those include:

- CTST participated in the Alliance Collections Services and Shared ILS Program Manager searches.
- “All for One and One for All: Planning for a Consortial Next Generation ILS” Ann Miller, Georgia Users Group Meeting (ELUNA subgroup), Macon, Georgia, May 16, 2013; and smaller group discussion on collaborative technical services.
- ALA Annual 2013, Next Generation Technical Services Program, “Adventures in Collaborative Technical Services: Past, Present, and Future with the Orbis Cascade Alliance” Tom Larsen, Portland State University and Rachel Arkoosh, Portland Community College, June 29, 2013.
- Alliance Strategic Agenda Retreat, July 11-12, 2013– Milly Williams represented CTST

The CTST coordinated a Collaborative Technical Services Symposium on September 18, 2013 to share information and build community among technical services staff. A panel discussion about the SILS implementation, presentation about the SILS Network Zone, and an afternoon of focused discussions about technical services anchored the event. In a subsequent survey, attendees commented that they appreciated gathering as a group and would like to see additional opportunities to gather and discuss issues.

Subgroups and Collaborative Efforts

Record Matchpoint Workgroup

The Workgroup is an ad hoc Committee created by SILS to decide match points for cataloging and acquisitions records in the Network Zone. Milly Williams represents CTST. The group is in the process of creating a draft recommendation that includes information about where and how to store unique vendor numbers to ensure correct matching and/or overlay when loading batches of brief or full records. The draft will also address Alma functionality issues that need to be resolved before any recommended policies or workflows are implemented.

SILS Training Team

The revamped Training Team includes Tom Larsen as a CTST representative. He primarily represents cataloging as that is where training is most immediately needed for collaborative technical services.

Working Groups

All the working groups were hampered by a lack of knowledge about the system for which CTST is working to plan collaborative efforts. This challenge will ease as more Alliance libraries move onto Alma/Primo, but the first year proved very difficult.

Cataloging Working Group

From the formation of the team the Cataloging Working Group has had a very full agenda. The focus of the working group has been both on following through with training on the established Bibliographic Mandates and working with the SILS Cataloging Working Group on establishing policies and practices for the shared environment. The CTST and SILS Cataloging Working Groups have formed a very symbiotic relationship, a result of strong leadership from Lori Robare (CTST) and Bob Thomas (SILS).

The CTST Cataloging Working Group has created and gathered slide and video web presentations for cataloging staff on cataloging at the WorldCat level (one of the bibliographic mandates). The effort will ensure that minimum cataloging standards are maintained in the shared ILS environment.

The Cataloging Working Group charged a CONSER Task Group to: develop a short-term solution to assist Cohort 1 non-CONSER libraries in editing CONSER level serial records and recommend a longer-term, Alliance-wide solution to working with those records. The Alliance now has a CONSER Funnel Pilot Project where non-CONSER libraries can submit requests for editing by Alliance CONSER institutions. The pilot has also expanded CONSER participation in the Alliance from two institutions to four.

- Portland State University
- University of Portland
- University of Oregon
- University of Washington*

*As a Cohort 1 library, the University of Washington is not currently participating in the Funnel.

Recently the Cataloging Working Group has also created a Database Maintenance Task Group to monitor the results of daily updates to the Network Zone and act on issues such as record merges, deletes, and failed overlays (in consultation with Bob Thomas).

Further work included: a survey of Cohort 1 libraries on vendor record loads, participation in establishing expectations for local bibliographic extensions in Alma, and the creation of policies for work in Alma. Policies created and in process are:

- Policy on overlaying in Network Zone
- Record suppression policy (in process)
- Policy on boundwiths in Alma (in process)

All currently approved policies are available at <http://www.orbiscascade.org/index/collaborative-tech-services>.

Acquisitions Working Group

Unlike cataloging, there are no accepted standards of practice in acquisitions. In addition, there are significant differences in how Alma manages the acquisitions process as compared to the Millennium process. Therefore the Working Group worked on reviewing their own institutional workflows to identify best practices and find commonality. As more libraries come up on Alma and we understand how the Network Zone works more clearly, opportunities for collaborative record loading and collaborative collection building and acquisition will present themselves.

SILS and CDMC requested that the group create the following policies:

- Policy on brief acquisitions records in the Alma Network Zone. (SILS)
- Policy on required core elements for Purchase Order Lines. (in process). (CDMC)

Complete acquisitions policies are also available at <http://www.orbiscascade.org/index/collaborative-tech-services>

Serials/ERM Working Group

Serials and electronic resources are managed in a significantly different manner in Alma/Primo than in current Alliance systems. A significant portion of time has been spent on attempting to understand the system.

In an effort to find Alliance-wide efficiencies in electronic resource management (ERM), the Working Group created a nine question survey on Electronic Resource Management. The survey was e-mailed to ERM representatives at each member school. Survey questions focused on present-day ERM product use and practices in order to give a transparent picture of Alliance ERM solutions/needs.

The survey responses revealed that:

- while Alliance members use a variety of ERM product solutions to varying degrees, most Alliance libraries hoped that Alma would provide the ability to use one system instead of many to manage electronic resources;
- there will be a need for focused training on Alma's ERM capabilities, as well as general grounding in the concepts of electronic resources management;
- an Alliance-wide set of best practices would help achieve greater efficiency and ensure that Alma's capability would be fully-utilized throughout the Alliance.

Training Working Group

The initial vision for CTST training was one which focused on current and future training in technical services functions as we moved into a more collaborative environment. However it became obvious early on that the training focus, with a key exception, needed to be on the new ILS. The exception was the training needed to bring Alliance staff to a similar level of understanding of cataloging standards.

Richard Jost, the CTST Training Working Group chair advocated for CTST members to attend Cohort 1 training sessions; initiated conversations with Ex Libris on the quality of the training provided; and became a member of the SILS team as well, with SILS working group members forming his team. There were lots of conversations, but the group had great difficulty getting any traction. This was due, in part, to the lack of access to a working system.

In August 2013 the CTST Training Working Group was suspended and training moved to be an official part of SILS. Yet there will continue to be training needs for collaborative technical services. These include continuing cataloging training on working on WorldCat, Resource Description and Access implementation, and eventually how we manage Program for Cooperative Cataloging work in the new environment, just to name a few.

Opportunities and challenges

CTST sees opportunities to regularize and create an Alliance wide foundation for increasing collaboration. Once all institutions are on the same system with a shared bibliographic database, opportunities for direct collaboration exist in all three areas: Acquisitions, Cataloging and Serials/ERM. The opportunity of the initial building years is to create an informed and consistently trained staff, instill a culture of collaboration and create a platform of policies which foster that collaboration.

Challenges include how the Alliance divides the work and how that division of labor is managed. In particular, it is important to stress the opportunity for all institutions to contribute and avoid an expectation that larger institutions will always perform the "heavy lifting". Adapting local practice to collaborative expectations will be another challenge, requiring advocacy on the part of administrators and creativity on the part of staff. Beyond member libraries, increased collaboration raises the question of what kind of work and how much might best be centrally managed at the Alliance level. The establishment and mutual approval of policies and the overall management of the collaborative system will pose a significant challenge for all partners going forward.

Training will continue to be a part of the collaborative technical services agenda. The responsibility of performing functions on behalf of all requires a well trained workforce. The challenge in training can be both an opportunity for institutions to contribute to the work by hosting or sponsoring regional training sessions and a challenge as we work toward a consistent quality.

Over all the opportunities and challenges hovers the issue of communication. Consistent access to policies for comment, communication of changes and adjustment in work, and simple sharing of tips and tricks are among the areas which we need to work on. The recent Symposium revealed a thirst for communication among our colleagues. How to slake that thirst is our challenge.

Goals for the coming year

As we close out this inaugural year of the CTST, the team has a growing sense of its role within the shared ILS project and how to advance collaboration generally in technical services across the consortia. To that end, the CTST will spend the next year dedicated to meeting the following goals.

1. Develop policies, standards, and workflows for collaboration within the Alma system, including but not limited to:
 - a. Develop best practices for work in Alma in partnership with early Cohorts, particularly in areas such as acquisitions and electronic resources where fewer external standards exist.
 - b. Share responsibility for loading common vendor records (i.e., MARCIVE)
2. Establish communication practices that build confidence and capacity for technical services collaboration across the Alliance, including but not limited to:
 - a. Streamline access to documentation about collaborative technical services from disparate locations
 - b. Routinely update staff about the activities of the committee
 - c. Explore methods and provide multiple opportunities for discussion and/or feedback from staff across the Alliance.
3. Assess the training needs of technical service staff, determine in what ways CTST can and should meet those needs, and begin implementing training plan.