Emerging Technologies & Reinventing Services

OHIO VALLEY GROUP OF TECHNICAL SERVICES LIBRARIANS

A Brief Note From the Chair

Thank you to everyone that made this conference possible. Without the support of our generous sponsors, the hard work of the conference planning committee, and of course the contributions of our wonderful speakers and attendants, this conference would not have been a success. I hope you learned something new, left feeling energized, and are ready to take on another great year. The conference will be in Louisville, KY next year, May 25-27. Please plan to attend!

Natalie Bulick, 2015-16 Chairperson
Indiana State University

Congratulations to Anna Gault!

As the 2015 OVGTSL student scholarship recipient, I am thankful I was able to experience this conference. I found it to be helpful in many ways professionally, and it also helped me gain insight to the fellowship that is found when like-minded people gather. It was valuable to orient myself to the practical applications of emerging technologies that I have been learning about at the University of Kentucky MLIS program. I found the people I met at the conference to be welcoming, and it was the ideal environment to talk with both veteran librarians and new-career librarians about their experiences in the technical service field. The career and life-experience advice was as bright and helpful as the neon "Ask ?" sign in Cunningham Memorial Library. In addition, it was both fascinating and inspiring to see the various projects by innovative librarians and their institutions during the concurrent sessions. Again, as a student, I feel as if these gatherings are extremely beneficial in helping me become the librarian I strive to be. As a life-long learner, I thank you for being supportive and aiding the journey! - Anna

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Diversity Statement Working Group

As agreed upon during the 2015 Business Meeting, I will be sending out a call for members interested in composing the OVGTSL Diversity Statement. Please consider volunteering to assist. You may contact me at natalie.bulick@indstate.edu.

Opening Keynote: The Visible Library
Victoria Mueller, Zepheira
Reported by Mona Meyer

Because of its format, most library information is invisible to web browsers. Zepheira is exploring ways to make the library and its wealth of resources more visible, and contracted with LC in 2012-2014 to work on BIBFRAME. The semantic web brings meaning to links, and uses RDF to definite these relational links. It closes the gap between what web browsers see and what users see. The Libhub initiative, to launch this summer with data from early adopters, will expose and publish library resources to the web by converting MARC records to BIBFRAME. The crux of these projects is deciding how to marry the "perfectness" of a library record with the "wildness" of the web.

Keynote: Reboot
Annette Bailey, Virginia Tech
Reported by Mona Meyer

When queried, students report that they expect that information should be compelling and clearly relevant to them. Libraries should make the created work compelling, format agnostic. One tool to use is LibX, which "focus[es] on increasing the user's productivity by making common, library-related tasks fast." (http://libx.org/documentation/general-faq/) Another tool is libFX, co-created by Annette Bailey; it will let the library users discover, in real time, what others are researching at the same time. Libraries must consciously act upon what we learn about student expectations, technology, and professorial research needs. Establish Electronic Access Teams. Cataloging becomes Metadata Services, and professionals focus on spending time with unique items. Acquisitions focuses on students, not collections. Referencing the title of this talk, Annette spoke about "bootstrap," rebooting the library while still struggling with core problems such as privacy, what to do when information is found to be incorrect, etc. Libraries should change to match users' needs without losing their core values. Change the focus from getting the book on the shelf to that of enhancing the user experience. One way to do this is to add lots of links,

data, and contact information for users, perhaps even offering 48 hour turnaround fixes when possible.

A New Look at Cataloging ETDs in RDA

Amy Bailey, Michael Maben, Andrea Morrison, and Chuck Peters, Indiana University

Reported by Marsha Seamans

Four presenters from Indiana University, Amy Bailey, Michael Maben, Andrea Morrison, and Chuck Peters described the collaboration between their music, law, and main libraries aimed at developing efficiencies in creating correct, full-level cataloging records utilizing RDA standards. Collaboration in developing the guidelines utilized a variety of tools, including the OCLC shared save file, email, drop box, and in-person meetings.

Describing the cataloging of theses and dissertations for the Mauer School of Law, Michael Maben noted that the law library's budget comes from the law school and the law library has distinct records in the online catalog (IUCAT). ETDs are open access and deposited in the digital repository. Degrees include J.D., LL.M. and S.J.D. Cataloging is done exclusively by the Catalog Librarian, with full level cataloging records contributed to OCLC. ETDs are not classified in LC and no name authority work is done for the authors since most of the authors are from outside the U.S.

The Jacobs School of Music awards the following degrees: D.M. (performance degree), D.M. in Piano (requires an essay), D.M. in Composition (scores) and Ph.D. and D.M.E. Theses and dissertations come from a variety of sources including ProQuest, IUScholarWorks, print copies and gift collections. The cataloging is done by Head of Cataloging, Chuck Peters and one support staff cataloger, utilizing a music cataloging document that is based on the guidelines developed the main campus library with music-specific instructions and MARC fields. Additionally, the Music Cataloger provides NACO authority records and maintains authorized name/title headings in IUScholarWorks.

Andrea Morrison described the process for cataloging theses and dissertations for the Wells Library. The library receives a quarterly delivery of e-theses MARC records from ProQuest, which holds the IUB thesis of record; they also catalog ETDs deposited in IUScholarWorks. Additionally they catalog whatever print theses/dissertations submitted to the library. Utilizing the ProQuest MARC records, catalogers are able to use MarcEcit and OCLC Constant Data to manipulate the metadata and then the finishing touches are completed manually to create full-level cataloging records that are added to OCLC WorldCat and the local catalog.

In conclusion, by reviewing the processes slowly and applying new RDA, PCC and NACO instructions over time, the libraries have gained an appreciation of cataloging ETDs. They encouraged staff feedback and trained new catalogers; they improved the cataloging through collaboration, especially in establishing record standards, notes, and access points. They have also been able to assist the Graduate School in clarifying submissions guidelines and were able to improve discoverability in IUCAT by suggesting ETDs be a searchable collection based on information in the thesis note (502 MARC field).

Getting Started with Library Assessment

Marna Hostetler, Library Director; Philip Orr, Distance Learning Librarian and Peter Whiting, Serials Technical Services Librarian, Rice Library, University of Southern Indiana

Reported by Melissa Gustafson

Library Dean Marna Hostetler began the presentation by explaining that in 2011 the University of Southern Indiana library rolled out its first strategic plan which called for the establishment of a Standing Assessment Committee. The committee first met in 2012 and included interested parties from across the library. The committee established the following workflow: every April unit heads provide assessment projects for the upcoming year with the understanding that the projects are fluid and subject to change or dissolve depending on the needs of the library and university. Unit heads contributed with the additional understanding that the

committee's only role is advisory and that the individual projects remained in the hands of the unit heads to lead and implement. Out of this first set of initiatives came a second project explained by librarian Phillip Orr. In 2010 the library executed a 20 question survey to a random sample of Faculty and Students on strategic planning initiatives. The questions were a mixture of preset and open ended questions and were administered with the help of the Office of Planning, Research, and Assessment (OPRA). The results of these first surveys would serve as benchmarks for later surveys conducted by the university and the library. Beginning in the fall of 2012 and continuing through the present ORPA began administering four biannual surveys. Two in the fall and two in the spring geared at Faculty and Students separately. OPRA solicits annually questions for inclusion in the surveys from all academic and service departments on campus. Unlike the previous 2010 survey which was library centric, the library gets a limited number of questions within these biannual surveys. The surveys are administered as part of the university's Assessment Day, an in service "holiday" with no classes held and dedicated completely to assessment. The surveys are distributed to all Faculty and Students, not a random sample as before, and questions center on use and satisfaction of services. For the library the inclusion of eBooks within the collection and survey are the biggest changes in terms of questions for the 2010 surveys. Phillip offered the following "lessons learned" from these experiences: never ask questions unless you intend to do something with the data collected. In addition be careful of asking one question with more than one differing concept because the returned answers may not be completely clear in their affirmative or negative response. Finally recognize the limitations of surveys and the data they produce.

Librarian Peter Whiting followed with a discussion of the University of Southern Indiana's plan to repurpose space in the library by moving the children's collection from the fourth to first floor. In order to accomplish the task they had to first convert the collection from Dewey to Library of Congress and assess instances which warranted a new copy for the move. The reasoning for the move was based on assessment of the

patron use behavior including the ease of use: it would be less disruptive to children to have the collection right on the main floor rather than navigating to the fourth floor.

copy for the move. The reasoning for the move was based on assessment of the patron use behavior including the ease of use: it would be less disruptive to children to have the collection right on the main floor rather than navigating to the fourth floor. Collection relevance: before the move the first floor space housed a VHS collection which was not widely used. Use of space: patrons to the library had been asking for more individual study space, the move would free up space on the fourth floor which was then repurposed as individual study rooms. After this initial phase was completed the next steps include expanding the newly moved children's collection by compressing serials on the second floor from 17 double sided ranges to 10, and moving the first floor microfilm up to the second floor from the first. Like his colleague Mr. Whiting offered "lessons learned" including, the ability to be flexible with the project timeline as demands on time and resources change. Excellent communication with stakeholders is crucial during the process. Finally change is good when it's in the service of actual and assessed needs. Finally to close the presentation Dean Marna Hostetler offered an update on the university's participation and progress with the ALI/PALNI Collection Analysis Project. In summer of 2014 data was evaluated and planning began, then from fall 2014 through spring 2015 an evaluation of the withdrawal candidate lists was conducted by the librarian liaisons. This summer a final evaluation by the collection development team is expected after which in the fall of 2015 the lists will be reviewed by the university faculty. The final withdrawal and shift will take place in spring/ summer 2016. Lessons learned throughout this process include that the general print collection is aging. The University of Southern Indiana's collection strengths lie in the areas of social science, languages & literatures, and science. It was a lively and informative presentation.

A Library's Journey from Journal Subscriptions to Articles on Demand

Tina Baich, Indiana University-Purdue University Indianapolis
Reported by: Ruth A. Light

With the rising costs of subscriptions and a budget that did not keep pace with pricing inflation, it was necessary for the University Library at Indiana University-Purdue University Indianapolis (IUPUI) to find a way to cancel subscriptions without negatively impacting faculty members who used those resources. The proposed solution was to begin an "Articles on Demand" pilot for IUPUI's School of Science. The content of cancelled e-journals would be made accessible in a just in time manner for faculty members utilizing the Copyright Clearance Center's Get It Now service.

270 subscriptions were identified by library staff for potential cancellation. The titles were selected in part due to an analysis of cost per use in the current subscription compared to the potential pay per view costs using an on-demand service. After reviewing the proposed titles with the School of Science faculty, 72 titles totaling nearly $180,000 in subscriptions costs were selected to be celled at the end of the 2014 subscription term. were selected to be cancelled at the end of the 2014 subscription term. The articles from the cancelled titles would be made available through Get It Now at costs that ranged from $19 to $50 per article (depending on publisher agreements with the service), with fulfillment guaranteed within 8 hours of receiving the order. The requests were unmediated and the articles were sent directly to the email address entered by the faculty member.

After addressing the selection process, Ms. Baich discussed some of the challenges of setting up the Get It Now service used for the "Articles on Demand" pilot. These included: customizing authentication settings so that the service was only available to School of Science faculty and working with Serials Solutions (used for e-journal management) so that the Get It Now link would only display in search results for articles that were actually available through the service.

When the selection and setup were completed, communications describing the "Articles on Demand" pilot and instructions for use were sent to the dean of the School of Science by the Dean of Libraries to be disseminated to science faculty. This chain of communication was selected in hopes that the messages would be more likely to be read coming from the school's dean rather than someone from an outside department at the university. Ms. Baich served as the primary contact for any questions or problems with using the service. Additionally, a feedback form was created to allow faculty the opportunity to comment on the service. However, little feedback was received due to customization limitations in the Get It Now interface.

The usage of the service was modest, with 99 purchases from 54 unique users for the first 6 months. However, Ms. Baich proposed that this was partly due to the fact that the subscription cancellations were not in effect until January, so much of the first six months of the pilot occurred while the content was still available via the previous subscription. Analyzing the purchases, she found that the biology and mathematics departments used the program the most. When looking at purchases by publication year, there was a large spike for recent content with a very long tail.

In mid-April 2015 the IUPUI University Library sent out a survey to the 54 unique users of the service. The response rate was 31%, but was representative of the departments that had used the service. The survey asked about elements of the pilot such as: whether they had viewed the documentation, if the articles were delivered in a timely manner, would they have requested the article through interlibrary loan instead, would they use the service again and recommend to colleagues, and space for comments. Overall, the response was positive, with most users indicating that the delivery of the article was timely and that they would use the service again. However, when asked if the average cost of article was a fair cost to the library, the faculty members felt it was not.

Based on the comments, such as statements that the cost was the same as just buying it from the publisher directly (which is an inaccurate statement), it was clear that additional education might be needed to explain the actual costs.

At the end of the session, Ms. Baich addressed the question that was key to the success of the pilot: did it save money? In the first six months of the pilot, they spent just over $1,200 on Get It Now articles. That accounted for .6% of the cost of the subscriptions had they been continued.

For the next steps, there are plans to revise the authentication page to provide side by side choice to request the article via interlibrary loan or the "Articles on Demand" program with a description of the differences between the services. Additionally, they will be rolling the program out to additional faculty and the University Information Technology Services will take over managing elements of authentication from the Library. With the planned expansion to other schools and departments, Ms. Baich will need to determine which titles to include in the program. In addition to the evaluation done prior to the School of Science pilot, some options include: activating journals that had been cancelled since 2012 as well those articles that had been requested at least 3 times via interlibrary loan could be added to the Articles on Demand pool.

Reinventing Institutional Repositories with Cross-Campus Collaboration

Kayla Siddell, Indiana State University

Reported by Libby Hertenstein

Siddell gave a lecture that outlined an institutional repository (IR) initiative at Indiana State University (ISU). The presentation began with a general introduction to IRs, comprising their purpose, benefits, and current trends. The advantages of IRs included: exposing scholastic output of a university to the world, maximizing visibility to attract scholars and students to a university, encouraging interdisciplinary collaboration, supporting student endeavors, and facilitating the development of digital teaching materials. The trends in IRs encompassed content mostly from journal articles, electronic theses, and dissertations. Most content was also multidisciplinary in subject scope with a strong emphasis on the sciences.

ISU currently has an IR named Sycamore Scholars that was created to hold ETDs. However, it has grown to accommodate other materials, including journal articles, conference papers, capstone projects, and technical reports. After its initial creation, library staff realized that, given the content of the IR, not all departments were represented, which created a slight bias in the collection. This also caused a campus-wide awareness problem that affected IR recruitment and continued a habit of departments archiving their own "hidden collections" of student scholarship and faculty research.

To overcome this situation, ISU sought to expand their IR to incorporate scholarship from all departments. A plan was created to achieve this goal that focused on outreach and collaborative initiatives. Some of this work consisted of advertising the IR on campus, utilizing already available educational and training workshops, attending campus functions, encouraging student participation, approaching students directly with the hopes of enticing faculty afterwards, following-up with stakeholders often, and networking.

Through these efforts, ISU created successful partnerships and has devised helpful suggestions for other institutions looking to expand content in their IRs. The university recommends utilizing subject-specific liaisons to reach more people, working with digital initiatives and archives staff to help address workflow issues, being willing to network, and being open to new types of content.

Library of Congress ECIP Cataloging Partnership Program

Caroline Saccucci, Program Manager, Acting CIP Program Manager, The Library of Congress and Angela Murphy-Walter, Senior Catalog Specialist, Acting Team Leader, Literature Section

Reported by Marsha Seamans

Caroline Saccucci stated the mission of the Library of Congress's Cataloging in Partnership program, which began in 1971 is "To serve the nation's libraries by cataloging books in advance of publication." Through this program, publishers print the CIP data on the copyright pages of their books and the Library of Congress distributes the CIP records to bibliographic utilities and book vendors. Electronic Cataloging in Publication (ECIP) which began in 1999 continues that mission utilizing electronic exchange of data through the ECIP Traffic Manager software.

The ECIP Partnership Program aims to partner with libraries throughout the United States who have specialized cataloging expertise and are willing to contribute CIP records for forthcoming titles. These partners serve as virtual LC cataloging sections and may focus on specific subject areas, publishers, or type of material. These partnerships began with the National Library of Medicine and have expanded to include 25 partners. Those participating have to have BIBCO authorization. Current partners include ProQuest, Douglass County Libraries, Queens, Texas A&M, University of Wisconsin-Madison, Brigham Young, Cornell, NAL, NLM, Northwestern, Penn State, and University of Chicago.

The amount of support provided by the Library of Congress is flexible; some partners needs lots of support, some almost none. ECIP change requests are common, since the cataloging is pre-publication. Simple changes are made at LC; other changes are made in consultation with the partner that provided the original CIP.

ECIP partners get to see books long before they are published or publically available which may aid in collection development and acquisitions. The Library of Congress will assist interested partners in becoming BIBCO-certified. There is a particular need for partners in the area of juvenile fiction since there is now only one juvenile fiction cataloger at the Library of Congress. Juvenile fiction has a precise standard for construction summary statements and particular conventions in regard to subject headings.

Finally, it was noted that the CIP block has been redesigned, with implementation planned for July 2015. The new block will be a tagged display that includes a number of subject thesauri and call number schema.

Doing even more with less: exploring automation, batch processing and outsourcing in academic libraries

Patrick Roth and Jeffrey Daniels, Grand Valley State University Libraries
Report by Julene Jones

Daniels described Grand Valley State University Libraries' efforts to incorporate shelf-ready materials and vendor-supplied records to streamline their Technical Services department's workflows. The use of shelf-ready materials, or materials that are processed by a vendor to libraries' specifications, has been shown to be beneficial to libraries for reducing both cost and in length of time for materials to be shelved from point of order. Though library staff time is still required to confirm call numbers, Grand Valley is using shelf-ready processing with the goal of 24-hour turnaround time for materials to be received to being available on the shelf in a service point. In addition, they are incorporating vendor supplied MARC records into their cataloging workflow. Their recommendation is to request a random sample of MARC records from a vendor before negotiating to purchase records. An outsourcing opportunity they have found particularly useful is using Backstage Library Works for both copy and original cataloging of materials in Arabic, Chinese, Japanese, and Russian.

Roth detailed a recently completed project to weed an off-site storage facility containing approximately 60,000 volumes quickly and efficiently on a deadline of 10 weeks. Previous methodologies for similar projects would include reviewing lists of volumes, title by title, which would have required much more time than was allowed. Roth's solution was to apply some criteria to available data which identified approximately 38,000 of these volumes as candidates for withdrawal. Eventually 33,000 were actually withdrawn. This project's workflows were to suppress all materials in the facility so that no requests would be placed on them during the project, then unsuppress those that were going to be retained, then delete everything that remained in the location that was suppressed. The process to unsuppress retained volumes, delete withdrawn volumes from the ILS and delete the respective OCLC holdings took approximately 6 hours!

Efficiency recommendations from this session include: (1) negotiating with your vendor for what will be most beneficial for your library and your patrons; (2) considering any efforts to save time and/or eliminate boredom (and therefore human error) in departmental workflows; (3) determining the wisest use of limited staff resources; and (4) describing what could be done in the time saved if certain tasks were outsourced.

Creating New Work Relationships within a WMS Environment

Presented by: Susan Leach-Murray and Jessica Mahoney, Franklin College
Reported by: Ruth A. Light

Franklin College, a part of the Private Academic Libraries Network of Indiana (PALNI) is no stranger change. Three years ago the consortium went through a short, intensive implementation period for the Primo discovery layer. This experience brought the process of change to the forefront of library staff's reality, and in combination with the PALNI approval of shared services and tools across the consortium in 2012 provided a stepping stone to migrating to a cloud-based integrated library system.

Rather than focusing on elements that were specific to the OCLS WMS product, Leach-Murry (Technology/Technical Services Librarian) and Mahoney (Instruction/Reference Librarian) used examples from their migration to discuss the broader themes of interdepartmental collaborations and the reevaluation of roles (and redefinition of job descriptions) to deal with the large scale change opportunities granted by an ILS migration.

One of the key opportunities was to reexamine past processes, not only to make them fit within the new WMS environment, but also to find ways build upon the strengths of other library staff. The presenters specifically focused on three areas of process change: cataloging, electronic resource management, and licensing.

In reviewing the processes, Leach-Murray and Mahoney looked at the staffing and timeline of a process in their previous system and in WMS and how roles and timing were able to change due to the technology as well as the reevaluation of roles. For example, cataloging was previously handled only by Leach-Murray and only after acquisition. However, with reevaluation of the processes, original cataloging remained her responsibility but copy cataloging was re-assigned to a paraprofessional staff member. While there was a learning curve in this change, Leach-Murray reported a decline in questions from the newly minted copy cataloger over time. Additionally, this split of duties allowed for copy cataloging to occur more quickly (during the acquisition process), thus granting faster access to materials for users.

Electronic resources management processes also changed significantly. By incorporating Mahoney into processes that were previously managed exclusively by Leach-Murray, the timeline for activation and management improved. Additionally, Mahoney's experience working directly with patrons allowed them to better incorporate user needs in their own practices, as well as provided her with a better understanding of the causes of problems that might crop up during a reference interview with a patron. Likewise, similar adjustments in licensing workflows improved the timeliness of completing the process and improved public services understanding of the intricacies of electronic resources.

A key takeaway of the process was that doing everything alone is impossible and unnecessary. Other colleagues, including those in different departments, are able to handle some of these tasks. There may be learning curve starting out, but the benefits outweigh the initial time commitment. In fact, during implementation, they rarely met for more than an hour and only every two weeks. Additionally, there is much to learn from colleagues in other departments.

While there are many reason to change, there are also keys to be successful:

- It must be a team effort, and the team must be open to change a desire workflow improvements

- A sense of humor is crucial

- Support of the change is needed not only in the library, but at the institution as a whole, within the consortium, and from external organizations (e.g. vendors)

- Accept that failure will occur and it is OK

- Communication

The speakers finished up by briefly discussing the usability testing (student and faculty testers) that occurred post-migration. Overall, the changes were well-received, although there still is some confusion as to the location of the "OPAC" from some patrons. Additionally, they reiterated that due to the building of inter-departmental relationships, references librarians are much better versed in what causes problems to occur and how to work around these issues to provide access to patrons. After all, everything is done to improve the library experience for the patron.

In Their Own Words: TEI and WWI

Libby Hertenstein, Cataloging & Metadata Librarian and Julie Rabine, Acquisitions & Cataloging Coordinator, Bowling Green State University
Reported by Steve Hardin

What do letters home from a couple of World War I soldiers have to do with TEI – the Text Encoding Initiative? Plenty, according to Bowling Green State University's Libby Hertenstein and Julie Rabine. The two made an enthusiastic presentation during the final session of this year's Ohio Valley Group of Technical Services Librarians conference.

Hertenstein collaborated with Rabine to lead a project to digitize and make publically available letters from two northwest Ohio soldiers stationed in France immediately after the 1918 armistice ended hostilities. Their joint project crossed the departmental line between Special Collections and Technical Services. TEI is an XML-based metadata schema used for literary works and manuscript materials. It provides access to the content of the material, not just to the physical item. Researchers can then use the content to analyze how the soldiers described France as well as to understand how American English has changed in the century since the war.

First, the letters were scanned, with some metadata added to their records. Then the letters were transcribed; students helped with that task. Hertenstein and Rabine then created a spreadsheet with information about each document, enabling them to keep track of the project despite the involvement of several persons. Next, they created XML tags for various items in the letters, using Oxygen as their TEI encoder. They also created project documentation, a work in progress. Following the markup, all the work was reviewed.

They demonstrated how a web user can follow links in the transcriptions to obtain more information about each letter, as well as people and places mentioned in the letter. The project isn't quite ready to go live to the general public, but keep watching the BGSU libraries web site (http://www.bgsu.edu/library.html) for exciting developments!

What's Next, You Ask? How Public Library Catalogers Create Series Authority Records as a Public Service

Eddie Clem, Cataloging Librarian, Kokomo-Howard County Public Library
Reported by Sarah Childs

Clem presented the local series authority control program and labeling system implemented at the Kokomo-Howard County Public Library. Beginning in 2005, the technical services staff undertook a project to relabel all fiction series at their library, over 270,000 items, and to update the catalog records to ensure both consistent series access and shelving. Staff developed a unique and useful labeling system. Each series by a given author is given a 3 digit number such as 100, 200, etc. Then for numbered series, the number of the book is added after a decimal point. Fiction is also shelved by genre so, for instance, *Top Secret Twenty-One* by Janet Evanovich, is given the call number: **MYS Evanovich, J 200.21**

2013 This allows fiction to be shelved first by author, then by series, and in numerical order within the series. This makes a for a great browsing experience for patrons.

This system was implemented before Clem started at Kokomo, and he indicated he was initially reluctant to continue with such a laborious process. However, he found that it was so popular with staff and patrons, that rather eliminate the program he focused on stream-lining it. Initially Word documents were used to maintain lists of the locally used series names and the number assigned to each series. Both an Author file and a Series file were being used, and Clem

initially eliminated the two files in favor of a single Excel file which could then be sorted by series name or author name, as desired. This still proved challenging to keep up to date as series were withdrawn, and could only be edited by one person at once. Clem then implemented the use of records in the Innovative Sierra ILS to track series names and numbers. This made the information easily accessible to all staff and the ILS reporting system could be used to find withdrawn series and keep the records up to date. Clem also developed a training

guide for technical services staff and a macro to aid in creation of the local series records.

In closing, Clem noted that the system supports S.R. Ranganathan's Fourth Law of Library Science, "Save the time of the reader." Organizing the books in this fashion is a big time saver for library users and reference staff, as they can always quickly and easily determine what's next in a series, a frequent question in any public library.

Taking It to the Streets: Outstanding and Imaginative Community Engagement

Marilyn Zielinski, Technical Services Manager, Toledo-Lucas County Public Library and Wendy Bartlett, Collection Development Manager, Cuyahoga County Public Library
Reported by Debbie Considine

Effective community engagement not only means serving traditional outreach customers, but it also involves taking the next step "from where you're going", according to Marilyn Zielinski, Technical Services Manager for Toledo-Lucas County Public Library (TLCPL).

This type of philosophy has led not only TLCPL but also the Cuyahoga County Public Library (CCPL), not only to continue to improve its services to their traditional outreach customers but to find new venues through which to connect to the community.

Books for children and parents are not the only thing TLCPL provides with its Ready to Read van takes to the street. TLCPL takes services to the "next step" by providing training opportunities for parents and caregivers to receive training credit for Step Up to Quality and Help Me Grow programs in Ohio. The Ready to Read van also iPads available to be used for Play and Learn classes.

One location the Ready to Read van goes to is the Toledo Zoo, with whom TLCPL partners with on a regular basis. TLCPL also has had storytime events at the zoo during the zoo's Pumpkin Path event and during the winter holidays. When the zoo reopened it renovated aquarium, the zoo brought its touch tank to all the TLCPL locations. TLCPL also helps the zoo with publicity in unique says. Last summer, the zoo put plastic flamingos in the main library's lawn to publicize the zoo's flamingo exhibit. To publicize the open-

ing of the renovated aquarium, the zoo has put clown fish windsocks at all the TLCPL locations in addition to other places around town.

TLCPL also engages in reciprocal activities by partnering with the Toledo Museum of Art and Imagination Station, and hands-on science museum. TLCPL and the Toledo Museum of Art jointly conduct Toddler-Time. Parents and their children go to a storytime at a TLCPL library related to a painting at the museum. The museum then has a program where the toddlers and children can see the painting and participate in activities that tie in with the painting. TLCPL provided books for Imaginations Station's Reading Corner and storytime training to the museum staff. TLCPL also provides "reading lists" for exhibits Imagination Station has. Imagination Station also will provide science themed programs at several TLCPL branches throughout the year.

Both TLCPL and CCPL lend out deposit collections to senior residential and healthcare facilities and house and curate browsing book collections at higher education institutions. TLCPL has browsing collections at the University of Toledo and Lourdes University, and CCPL houses browsing books at both Cuyahoga Community College campuses and Baldwin Wallace.

The materials for both types of facilities are checked out with a two-card system. The books are checked out as a deposit collection, and the institution is responsible for handling how circulation works. Such a system not only helps keep track of the books, but it also boosts circulation statistics. Books from TLCPL have "Provided by TLCPL" stickers, and the items do not appear in the higher institutions' online catalogs.

Wendy Bartlett, Acquisitions and Collection Development Manager for CCPL, recommended that deposit collections should be handled by a "point person" at the branch that is nearest to the deposit collection. She also stressed that circulation staff be instructed concerning deposit collections.

CCPL is also more lenient when it comes to fines concerning items circulated through deposit collection and expects a 10 percent loss of those items. An example she gave was if someone from a senior care facility moved to another facility and lost a CCPL book in the process, no fine would be charged for the lost book.

Zielinski said that TLCPL doesn't want the books placed at universities back. However, she said that the University of Toledo will charge students a $9 "replacement" fee if a book from the TLCPL deposit collection isn't returned. The fee is under the $10 amount that the university will penalize a student by holding grades but makes the students accountable for the items. All the replacement fees go to the University of Toledo library.

In addition to providing physical materials, TLCPL allows access to its databases to schools by issuing School Only Access Cards. These cards allow online access only and allow students and teachers access to databases they normally wouldn't be able to access at the school. Both TLCPL and CCPL have institution cards that allow schools to check out materials to use in their classrooms.

TLCPL also has library cards for libraries that allow public libraries in Ohio to get place holds and get materials through the state delivery system. Any materials checked out on those cards are fine free.

For doctors and other medical personnel whose schedules don't allow them to get to a library, CCPL has a location in Cleveland's MetroHealth Medical Center. The location houses four public computers, a 24-7 media box and a small collection. According to Bartlett, popular checkout items include Playaways, books on CD, and magazines. Staff members read magazines during breaks and use the Playaways while working. The location is also a popular site for holds pickup.

Bartlett also talked about two other unique locations libraries in the United States have come up with. When the Trenton Free Public Library was forced to close four of their five branches, they created outposts to replace them. The outposts have a vending machine that holds 250-500 books, lockers where library materials can be delivered, and a drop box for the return of library materials. Costing around $67,000 apiece, it takes only 10 hours per week to maintain the outposts. Residents of Aurora, Colo. can access a computer lab and pick up library materials inside a local Kmart. Staffed by one person to answer questions, guests can use the computers for an hour, but library card holders have no restriction on the amount of time they can stay on a computer.

As libraries provide books and other materials to expand people's knowledge and imagination, libraries and library personnel can take the needs of those they serve to expand their services in ways their patrons could never have imagined.

Library Records Maintenance: Do New Technologies, Workflows and Standards Prove it Moot or Must?

Presented by Laura Turner, University of San Diego Library
Report by Julene Jones

Library records maintenance is a dynamic and critical service, but often thought of as auxiliary. Methods for maintaining library data may be internal to the library (system automation, scheduled scanning or loading of records), or may be externally outsourced. Records maintenance may be triggered by changes in staffing, vendors, new cataloging standards or acquisition models, as well as new library initiatives such as cancelling standing orders, or existing initiatives like shifting collections and inventory.

Turner suggested these workflow considerations for undertaking records maintenance: (1) understanding the available tools or programs at your disposal; (2) determining if the maintenance is required because of a local workflow or activity; (3) understanding, evaluating and re-distributing staff workload and expertise; (4) holding all parties in a workflow accountable; (5) determining the local level of acceptable quality; (6) documenting in a dark archive previous practices and documenting current practices; and (7) possible outsourcing of

some workflow, whether authority control, shelf processing, or copy cataloging.

Turner feels that deferring records maintenance is sometimes acceptable and even necessary based on requester, format, or time required. Apart from exploring ILS functionality, programs she specifically recommends for maintenance are Microsoft Access and Microsoft Excel as well as MarcEdit and OpenRefine.

Though library records maintenance is crucial, it is hard to measure its impact unless it is not being done. Therefore, Turner has added a records maintenance plan to her library's strategic plan and encourages building maintenance activities into library-wide projects. Our patrons and our colleagues are all well served by having clear expectations for and continued support for the quality of our library records.

Taking a Wider View of Collection Management, or How I Learned to Weed with Confidence.

Kitty Marshall, Catalog Librarian, Saint Mary's College
Reported by Susan M. Frey

In an engaging presentation Marshall recounted her experiences working on a collection management project using data aggregated by the Sustainability Collection Services (SCS), a company purchased by OCLC in 2015. SCS provides collection management support tools to academic libraries that assist in the identification of low-use items, while supporting shared print archiving efforts. In 2013 and 2014 thirty-four PALNI member libraries in Indiana contracted with SCS to analyze their selected print monograph collections. Marshall's library, the Cushwa-Leighton

Library at Saint Mary's College, was one of these client libraries. Prior to contracting out with SCS, Marshall explained that her library had already begun a systematic review of their reference collection with the purposes of renewing select print resources and freeing up much needed shelf space. This internal weeding project, which relied heavily on outdated, manual tracking procedures, was at the point where Marshall and her colleagues were beginning to discuss the general collection when they decided to join the Shared Print Project with SCS.

Marshall highlighted her library's experiences in describing this statewide project. She reviewed the library profession's resistance to weeding as a manifestation of the mission many librarians embrace in preserving the cultural record, and reviewed her own ambivalence to deselection issues and policies. Marshall also recounted various ways librarians work to engage faculty in the weeding process. The benefits of weeding the Cushwa-Leighton Library's print collection to enhance browsability, the need for librarians and faculty to take a fresh assessment of the preexisting general collection, and the opportunity to reallocate floor space were imperatives influencing she and her colleagues to opt into the Shared Print Project. SCS uses GreenGlass, a web application developed by SCS. GreenGlass aggregates data from client libraries for the purposes of comparison. Though not answering every need this software was a signifi-

cant enhancement over the older collection management tools the library had been using. Marshall displayed a sample of GreenGlass aggregate data, which opened up a lively group discussion on issues of cooperative collection management between the participating thirty-four participating libraries. Marshall also provided a brief bibliography of recommended resources on weeding that included items on such topics as weeding methodologies, assessment measures, workflows and procedures, and access vs. ownership.

From RDA to RDF

Joan Milligan, Catalog and Metadata Specialist, University of Dayton Libraries

Reported by Valentine Muyumba

For her presentation, Milligan's main point was to explain what Linked data, URIs, and RDF are. She did this by using several illustrations to show the connection between RDA and RDF, for example. In her introduction, she also talked about these terms: Linked data, URI, and RDF. Just as AACR2 was being replaced by RDA, MARC will be replaced with RDF. She explains the reason why MARC is going away, and that is because MARC isn't readable by web search engines. MARC is focused on describing manifestations/items; MARC records can only be read by specific software. But if the bibliographic data were to be in a more HTML-like form, then, the resources can be discovered on the web.

Documents to Data.

Computers don't "know" what letters mean. She gave us examples of alphabets and languages most of us don't understand. Then she explained that by using relator terms, such as "variant of"

and "broader term," the computer can be taught the relationships between these strings of letters. This way the computer can understand them as data.

URI's: Uniform Resource Identifier: Using example of LC's URI for peasants, one can see the information from LCSH authority record. The strings of letters – peasants – relates to others such as *agricultural laborers, rural population*. Here's the information in a computer-friendly form: <li rel="madsrdf:**hasBroaderAuthority** skos:broader"><div about= "http://id.loc.gov/ authorities/subjects/sh85115926" typeof="madsrdf:Topic skos:Concept madsrdf:Authority"> **Rural population**</div>. This is now data and the URI's look more like URL's.

Advantages of URI's :

> Uniform –Agreed upon format that all computers can read
> Universal –Understandable across the world
> Unique –"id.loc.gov/authorities/subjects/ sh85099061" = peasants

Linked Data tools: How are URI's put together? Milligan talked about the advantages and disadvantages of using existing controlled vocabularies, such as, VIAF—Virtual International Authority File; LC NAF—Library of Congress Name Authority File; ISNI—International Standard Name Identifier; OR-CiD—Researchers self-register for an ID; DDC—Dewey Decimal; AAT—Art & Architecture Thesaurus and ontologies (*Very structured hierarchy – Rules (if, then) – Formal logic – Theory*). She also talked about SKOS or (Simple Knowledge Organization System). This is a vocabulary of relator terms and these terms can be used to crosswalk between authority terms.

RDF (Resource Description Framework) is a set of metadata specifications; a metadata model; and a framework.   Libraries will use versions of RDF geared toward describing resources and two are in development. Milligan showed an example of two RDF models: The Library of Congress is in the process of developing BibFrame; OCLC is developing BiblioGraph. She discussed the differences between these two and gave examples. BIBFRAME is a framework created from "scratch", and Biblio-Graph uses the *Schema.org* framework sponsored by Google, Microsoft, Yahoo, and Yandex. Milligan asked the question: "are libraries already using RDF?" YES! Through the Libhub Initiative, many libraries, including the Denver Public Library, have had their records uploaded to the internet in BIBFRAME form. This DPL bib record were converted into BIBFRAME and are now discoverable on the web.

Joan Milligan concluded her presentation with a review and showing an example of BIBFRAME for a book about Ireland, and by having Caroline Saccucci, from the Library of Congress, show the audience the BIBFRAME, which is still in development.

Hooray!

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Repurposing Library Space by Compressing the Print Serials Collection

Presented by Peter Whiting, Serials Technical Services Librarian, Rice
Library, University of Southern Indiana
Reported by Cheryl Blevens

Mr. Whiting began his presentation with a brief history of the University of Southern Indiana's Rice Library, built in 2006. The library serves four colleges and approximately 10,000 students. Rapid changes in how the library is used by students and faculty prompted the repurposing of space within the library to continue to make the library viable to its users.

The library team used as their primary information source, and article from the May, 2014 issue of the Journal of Academic Librarianship.[i] Like Rodgers Library for Science and Engineering at the University of Alabama, Whiting and his colleagues prepared a plan that emphasized the "library as place." The first and fourth floors were repurposed. The fourth floor which was considered to be a quiet floor, had previously housed children's materials, the use of which compromised the quiet nature of the floor. That collection was moved to the first floor. Other changes made to the collection were a re-cataloging of materials from Dewey to LLC, replacing outdated VH tapes with DVDs, whenever viable, and the installation of more comfortable, living-room like furniture.

Additionally, individual glass-walled study rooms were created on the fourth floor to meet the growing student demand for more study space. The print serials collection which was very seldom used in recent years, was reduced with little impact on library users and the reclaimed space was repurposed for their more direct beneficial use.

To determine what would be weeded, a report from Serials Solutions was run. JSTOR, trade and popular journals, both print and microform, and government documents were all analyzed for usage patterns. Duplication of coverage was evident; those materials were removed and the remaining collection was compressed.

Lessons learned were summarized with the sentence that "It was a process." Communication among all who were involved in the project was key, and that projected timelines, subject to change, were kept fluid.

Questions from the audience involved the asking for details of the points covered in the presentation. In response to a query about how to allocate space, Whiting indicated they have planned for two or three years of future growth. They also have planned to identify and week non-growth titles, as well as change from print to online subscriptions when possible. Everything that has been weeded is available online. Future plans are in place to weed monographs, likely next year.

Addressing the issue of backlash from faculty regarding the unwanted weeding of materials, Whiting acknowledged that it was a delicate subject and advised a careful approach.

He recommended weeding during the summer and to be discrete. He advocated recycling as much as possible. Some audience members reported sending volumes to long-term storage and when a faculty member requests an article from something that is in long-term storage, they make a point of hand delivering the item to the requestor as a special service to offset the inconvenience of a longer period of waiting for the article to be produced.

The session's allocated time had come to an end. Whiting thanked his audience for attending and adjourned the session.

something that is in long-term storage, they make a point of hand delivering the item to the requestor as a special service to offset the inconvenience of a longer period of waiting for the article to be produced.

The session's allocated time had come to an end. Whiting thanked his audience for attending and adjourned the session.

[i]Sandy, J. H., Krishnamurthy, M., & Scalfani, V. F. (2014). Repurposing Space in a Science and Engineering Library: Considerations for a Successful Outcome. Journal Of Academic Librarianship, 40(3/4), 388-393. doi:10.1016/j.acalib.2014.03.015

The Power of Description: Unique Subject Heading and the Evolving Catalog

Presented by Bill Schultz, Jr. - Booth Library, Eastern Illinois University
Reported by Janice Gustaferro

As a result of his background in cataloging unique special collections materials, Bill was already familiar with a variety of subject headings and subdivisions. However, the following two experiences inspired Bill to compile a list of interesting and rare subject headings and subdivisions. First, he read AUTOCAT postings regarding unexpected uses for subject headings such as Twelve-step programs. Secondly, he read the book Magic Search: Getting the best results from your catalog and beyond by Rebecca Kornegay, Heidi Buchanan and Hildegard Morgan, which focuses on subdivisions.

Bill pointed out that it is easy to be imprecise in a world where more and more readily available information can be searched through a single search box. However, this impression of simplicity can lead to frustration. Knowledge and use of subject headings and subdivisions, combined with OPAC capabilities, can be powerful. Bill referred to a 2005 study by Tina Gross and Arlene Taylor showing that more than one third of search results would have been missed if the records had not contained subject headings because the only occurrence of the keyword search term was in the subject heading.

While investigating subject headings and subdivisions, Bill noticed that some of the subject headings and subdivisions were deceptively vague, such as Twelve-step programs. Others describe very specific audiences or genres, such as High school students' writings. He compiled a list of approximately 150 headings. For the purposes of his presentation, he broke them down into three playful groups: "Obvious", "Unexpected", and "Impressively Precise", and chose a few sample headings from each of these to present to the audience. His Obvious category included Altered states of consciousness, Big churches, Burn out (Psychology), and Curiosities and wonders. His Unexpected category included African American wit and humor, Indians in literature, and Jewish clothing and dress. Bill also listed a number of items in his Impressively Precise category, such as the subdivision Effect of technological innovations on and the subject headings American dream in literature, Creative ability in science, Life change events, Privatization in education, Refuse and refuse disposal in motion pictures, Sociology of disability, and Text messaging (Cell phone systems) and traffic accidents. It is also useful to know headings with several variations, such as Violence in ____.

In closing, Bill noted that we need good description now more than ever because metadata is the foundation for access. He recommended that we all create our own lists. Bill offered to email his list to people who contact him (wnschultz@eiu.edu) and ask. We should also consider making recommendations for new headings. For example, when Bill noticed the heading Tennessee, East, he and colleagues in North Carolina made the recommendation for North Carolina, Western. For those wanting to make the case for taking the time to add good subject headings to records, Bill suggested the list of resources included in his presentation, which should be made available after the conference.

JTacq: A Collection Development/Purchasing Application for Libraries

Presented by Carrie Wallis, Assistant Collection Services Librarian, Jessamine County Public Library, Nicholasville and Jim Taylor (the creator of JTacq)
Reported by Carrie Preston

Wallis briefly discussed Jessamine County Public Library (JCPL)'s use of JTacq, a free application designed to assist with the library acquisitions process. Taylor, the application's developer, also briefly demonstrated some features of the application.

JTacq is designed to accompany, rather than replaced,

an integrated library system's acquisitions module. At JCPL, JTacq interacts with various vendors' APIs to import metadata from selectors' Baker & Taylor shopping carts, Ingram shopping carts, and Amazon wishlists, as well as pricing and availability data from

sellers. Items can be sorted into "bins" and used to create reports from selectors. Finally, JTacq can interact with OCLC WorldCat and other Z39.50 services to update holdings, obtain MARC records, and create a .mrc file that can be exported into JCPL's Sirsi ILS.

JTacq users have also used it to interact with other services; for example, a web form for patron requests can submit information to JTacq, and JTacq can return a notification to the patron when their request is imported into JTacq.

Information about JTacq is available at http://jtdata.com/. A copy of the presentation is available at https://prezi.com/wuibjr3qp4oi/jtacq/.

Identifying Print/Microfiche Holdings for Online Resources
Presented by Lorna Newman
Reported by Steve Hardin

Many selective government document repositories want to deselect items in their print or microfiche holdings when those items are also available online. But how do you do that without taking too many person-hours on the project? Lorna Newman has developed a way to do that as well as make similar deselection an ongoing process.

Newman, who's the government documents librarian as well as heading the Interlibrary Services and Access Department at the University of Cincinnati's Langsam Library, began by identifying print/fiche resources that are duplicated by online resources. That's simply a matter of finding physical items whose MARC records include an 856 tag. Selectors reviewed the remaining items. Using this technique let them remove hundreds of thousands of items. They then made sure every print item they owned had a record in the catalog.

In November 2008, the Government Publishing Office began creating separate catalog records for items in different formats. Federal regulations prohibit the deselection of government documents less than five years old, so the staff at UC was interested in discarding older physical materials duplicated by online versions. But how could they identify the older holdings? The solution, Newman said, was to use the Marcive full bib files to identify online resources. In their III system, they exported the 776 |w content from the 856 list from the Marcive monthly load. Those items were exported to a text file. Library staffers use the t

text editor's features to edit the file. They entered the OCLC numbers into a web form that performs a PostgreSQL query. They wrote a program which searches the databases, returns the bib record numbers for matching records, and sends an email with the bib record numbers. Then, they go back into III and create another list of items they can withdraw. The process, Newman said, takes about 10 minutes.

Next, they used AutoHotKey to create a macro that works with Sierra list creation to make a list review file. Then they export the desired fields and email the information to the government documents librarian, who makes a decision on withdrawal.

They're also locating online records that have not been part of the new process. They create a list of records with 245 |h = electronic, 856 field not blank, 776 not blank, and the 086 beginning with a particular SuDocs stem. They can run that script to locate additional items to withdraw. For non-cataloged items, they search for an online version and, if found, ask GPO to catalog online and tangible version bib records.

If you want more information, you can call Newman at 513-556-1885, or email her at Lorna.newman@uc.edu.

Hitting the Mark: Targeted Retrospective Collection Development in a Federal Regional Repository

Presented by Sandee McAninch and Heath Martin, University of Kentucky Libraries
Report by Julene Jones

McAninch described the Association of Southeastern Research Libraries' (ASERL) Collaborative Federal Depository Program (CFDP) which seeks to establish Centers of Excellence (COE) at depository libraries which will, in turn, seek to collect and retain all materials published by government agencies as well as provide reference-services from subject-matter experts from the COE's institution. "This collaborative effort is designed to distribute collection development for all Federal agencies across the entire Southeast[ern]" United States, reports McAninch, so that at least two depository libraries would collect the body of publications from each federal agency. The University of Kentucky is the COE for the Works Progress / Work Projects Administration and the Appalachian Regional Commission.

The responsibilities of each COE to their COE collection are: (1) to inventory and evaluate the condition of the institutional holdings; (2) to fully catalog the collection; (3) to create a bibliography of all titles published by the COE agency for both owned items and not-owned items; (4) to add all records to the ASERL COE database; (5) to fill any gaps in the holdings, where possible; (6) to make the materials available; and (7) to promote the collection's usage. A later addition to the COE agreement was to digitize COE materials. The University of Kentucky has chosen to avoid digitizing any materials that are currently available in the Internet Archive or in HathiTrust.

Is That Written up Somewhere? An Introduction to Procedural Documentation

Presented by: Heylicken "Hayley" Moreno, University of Houston Libraries
Reported by: Ruth A. Light

When transitioning into her new position as Resource Description Coordinator at the University of Houston Libraries, one of Heylicken Moreno's early goals was to see what documentation was available in her unit as well as what needed to be updated. Moreno highlighted the importance of procedural documentation by showing a brief clip from an episode of Sesame Street in which a character is given the ingredients for making a sandwich, but not directions on how the sandwich is constructed. The example, though simplistic, was an astute way of demonstrating the need for detailed and clear procedural instructions via documentation.

After examining the literature available, Moreno chose to take an approach to documentation that is seen more commonly in business and healthcare fields, that of the standard operating procedure. While these standard operating procedures provide guidelines for documentation, they also allow for customization at the local level which can account for the specific needs of the institution.

Standard operating procedures have many benefits in the workplace. The use of such documentation can reduce the cost and time it takes to prepare employees in new positions. Clear and concise documentation eliminates ambiguity in workflows and in turn leads to a higher quality of consistent work. Additionally, the process of writing the documentation can help to identify how a task is accomplished and provides the opportunity to assess the current workflow which can lead to workflow optimization.

Moreno addressed in depth the steps she took in creating new documentation for her unit. Her documentation project had 3 main phases: creation, review, and maintenance. In the creation phase, Moreno first selected the procedures to be documented. Then she considered the goal of the documentation, such as whether or not it was to be a training manual, a checklist, or standards for the library. Next, the audience was considered with regard to the knowledge level of those who would be using the documentation and how that should impact the language used. Finally, Moreno considered which formats would be most appropriate for specific features (e.g. simple instructions, hierarchical format or flow chart).

In the next part of the creation phase, Moreno determined who the stakeholders for the procedure were. If a staff member did the task or was in any way impacted by the task, they qualified as a stakeholder. She met with these stakeholders (including unit staff, managers, and those outside of the unit and department) frequently to find out their own thoughts on a particular workflow, such as how they currently did it or if they had concerns about the process.

The final preparatory step in the creation phase was to create a timeline for when she wanted to complete the documentation project with several dates throughout to provide for a continued build up to the final deliverable.

When actually writing standard operating procedures, the documentation should be: clear and concise, accurate, organized, and complete. Documentation can and should include ways to reach various types of learners. Moreno recommended incorporating visual elements, links, and even embedded audio or video. Video in particular can be useful when explaining particularly complex steps that cannot be recorded well in writing.

Once the documentation was written, Moreno moved from creation to review. With the assistance of stakeholders, each standard operating procedure was read through line by line to identify gaps. Moreno noted it was particularly helpful if the person reviewing the particular procedural document was not already familiar with the specific workflow as they will be better able to identify missing elements since they do not have past knowledge of the task at hand. Moreno also had individuals in other departments review the documentation to improve transparency in the organization.

The last phase of creating procedural documentation was the continued review of the final product. Moreno recommended a periodic review of all documentation as well as adding known workflow changes as they crop up. Reviewing links and videos to ensure they continue to work and are still accurate is also important if they have been incorporated into the documentation. Finally, Moreno pointed out the importance of backing up documentation so it will be available for staff in the years to come.

Using ILL Requests as PDA: How Indiana State University Purchases Materials Requested Through ILL

Holli Moseman, Indiana State University

Reported by Heather Rayl

Holli Moseman presented on the Patron Driven Acquisitions (PDA) through Interlibrary Loan (ILL) at Indiana State University (ISU). She described the process which involves all Technical Service personnel: Interlibrary Loan, Acquisitions, Cataloging, and the Processing departments. The program initially started because ILL noticed that in some cases it was cheaper to purchase an item for the library than to get it on loan from another library. Moseman pointed out that ILL is an easy point of contact as many dedicated library users already know about the service, and use it regularly to request items. Purchasing items through ILL not only helps the users, but the collection as well, since the items purchased on demand through ILL are guaranteed at least one use. Contrasted to traditional collection development, in which the library purchases items with the hope that users will need them, PDA items are known to be wanted by at least one user. Moseman gave detail about the policies that determine what items are purchased through the PDA program, and vendors that are used domestic and international. She discussed possible ideas for future use of ILL and PDA such as using it for faculty class ordering, and as a tool in collection development for cutting high cost journals and databases.
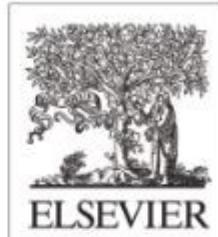
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Yankee Book Peddler

The Conference in Pictures

Dean Crumrin's welcoming statement and Introduction of keynote speaker.

The Conference in Pictures

The Conference in Pictures

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Planning for a great 2016 conference has begun!
The University of Louisville welcomes OVGTSL
Save the date: May 25-27, 2016
Galt House Hotel, Louisville, KY

Building Bridges in Technical Services

Bridge drawing from *The Laughing Prince, A Book of Jugoslav Fairy Tales and Folk Tales* by Parker Fillmore, 1921

UNIVERSITY LIBRARIES

OHIO VALLEY GROUP OF TECHNICAL SERVICES LIBRARIANS
Treasurer's Report
Submitted by Heather Rayl, Indiana State University, July 24, 2015

Incoming Balance August 31, 2014   **$12,461.99**

INCOME

Registration	$ 11,400.00
Membership	$ 1,090.00
Guest Tickets	$ 55.00
Sponsorship	$ 5,012.75
Total income	**$ 17,557.75**

EXPENSE

Eventbrite Service Fees	$ (431.60)
Eventbrite Credit Card Fees	$ (334.20)
Featured Speakers Honorariums	$ (1,000.00)
Travel & Lodging Expenses	$ (1,243.85)
Programs	$ (225.00)
Catering	$ (7,750.16)
Parking	$ (150.00)
Entertainment	$ (575.00)
Total Expense	**$ (11,709.81)**

Income   **$5,847.94**

Ending Balance July 24, 2015   **$ 18,309.93**

OVGTSL 2015 Business Meeting Minutes

May 19, 2015
Cunningham Memorial Library, Indiana State University, Terre Haute, Indiana

The meeting was called to order at approximately 12:15PM by Carrie Preston.

Introductions and Recognitions

Carrie Preston introduced the 2014/2015 officers:

Chairperson: Carrie Preston, Ohio University
Vice-Chair (Chairperson-Elect): Natalie Bulick, Indiana State University
Secretary: Diana Reid, University of Louisville
Treasurer: Heather Rayl, Indiana State University
Archivist: Kathryn Lybarger, University of Kentucky
Webmaster: Joan Milligan, University of Dayton

Carrie Preston recognized the Conference Planning Committee, 2015
OVGTSL Scholarship recipient, and the 2015 sponsors.

Scholarship recipient was Anna Gault.

A motion to approve the 2014 business meeting was made, seconded, and affirmed by the membership.

Treasurer's Report

The treasurer, Heather Rayl, summarized the report distributed to the membership.

Nomination of 2015/16 Officers

Chairperson: Natalie Bulick, Indiana State University
Vice-Chairperson (Chairperson-Elect): Diana Reid, University of Louisville
Secretary: Daphne Miller, Xavier University
Treasurer: Claudene Sproles, University of Louisville
Archivist: Kathryn Lybarger, University of Kentucky
Webmaster: Joan Milligan, University of Dayton

The slate was approved by the members present.

Old Business

Proposed changes to bylaws language re: ALCTS affiliation, as requested by ALCTS:

AFFILIATIONS

Section A. The Ohio Valley Group of Technical Services Librarians shall affiliate with the Association for Library Collections & Technical Services (ALCTS), **a division** of the American Library Association. **The Chairperson of the Ohio Valley Group of Technical Service Librarians shall be considered the Group's primary contact person to ALCTS.** ~~The Secretary in office at the annual meeting shall send one copy of each paper presented and minutes of the meeting to the Chairperson of the Council of Regional Groups, the Executive Secretary of ALCTS, the newly elected Chairperson of the Group, and to the OVGSTL Archives at the University of Kentucky. This shall be done within one month after the meeting.~~

~~**Section B**. The Chairperson of the Ohio Valley Group of Technical Services Librarians shall be considered the Groups representative at the ALSCTS Council of Regional Groups, if able to attend; if not she/he may appoint a delegate in her/his place. Such a delegate shall be a member of the Association for Library Collections & Technical Services (ALCTS) of the American Library Association.~~

OFFICERS AND COMMITTEES

Section B. 3. The Secretary shall record the minutes of the meeting and assume the responsibility for any necessary correspondence which arises, e.g. business letters, letters of congratulation, condolence, etc. ~~Also note duties recorded under Article VI.~~ **The Secretary shall also send one copy of materials distributed at the conference (including but not limited to the conference booklet, business meeting minutes, and treasurer's report) to the Executive Secretary of the Association for Library Collections and Technical Services (ALCTS) and to the OVGTSL Archivist.**

This amendment was passed by a vote of 2/3 of members present at the business meeting.

New Business

Non-profit status:

Discussion among membership took place regarding whether it was worthwhile for OVGTSL to pursue non-profit status. Decision was left to the incoming 2015/2016 Treasurer, Claudene Sproles, who decided against pursuing non-profit status at this time.

Diversity policy:

Discussion among membership took place regarding whether we should create an OVGTSL diversity policy. It was decided that as a regional affiliate of ALCTS, a division of ALA, at present it was appropriate to refer to the ALA's documented policy.

Announcements and Adjournment

Diana Reid announced the OVGTSL 2016 Conference, to take place May 25-27, 2016 at the Galt House Hotel in Louisville, Kentucky.

Door prizes were distributed and the meeting was adjourned at 1:15PM.

About Us

The Ohio Valley Group of Technical Services Librarians (OVGTSL) was founded in 1924 and draws its members primarily from the states of Indiana, Ohio, and Kentucky.

The purpose of the organization is to provide an opportunity to gather together for the interchange of ideas and discussion of issues in library and archive technical services; to form a united group with the aim to keep in touch with movements in the field of technical services; and to cooperate with and offer suggestions to the Association for Library Collections and Technical Services (ALCTS) of the American Library Association and/or the appropriate sections of this Division.

OVGTSL's annual conference, usually held in late spring, rotates among Indiana, Ohio and Kentucky on a regular basis. Membership, conference attendance and presentation opportunities are open to anyone interested in library and archive technical services; the annual membership fee of $10 can be paid at the time of conference registration.