**ALA Core Technical Services Directors of Large Research Libraries Committee**

**University of Pennsylvania Libraries Update – 2020-2021**

**Strategic Plan**

The Penn Libraries’ Strategic Plan for 2020-2025 was released in November 2020.

<https://www.library.upenn.edu/blogs/libraries-news/penn-libraries-releases-strategic-plan-2020-2025>. The Strategic Priorities are:

* Advance: information equity by opening scholarship and resources to expansive audiences.
* Engage: Expand global impact through intentional and effective engagements with institutions, individuals, and communities.
* Preserve: Ensure long-term access to and preservation of the scholarly and cultural record in all forms.
* Enrich: Build the organization's capacity through ongoing assessment and development, informed by a commitment to equity, diversity, and inclusion.

Ten Strategic Implementation groups were appointed to implement the plan: Center for Research Data and Digital Scholarship; Discovery and Information Access; Kaleidoscope of Information Resources; OPenn 2.0; Organizational Analysis and Impact Assessment; Penn Libraries Forward; Preserving for the Future; Research Support Continuum; Staff Development 360; Your Story with the Penn Libraries.

**COVID/Remote work/Return-to-in-person-work**

Due to COVID-19, much of the work of the Penn Libraries changed in 2020 and 2021. Library facilities were closed beginning in mid-March 2020, with some staff returning part-time in summer of 2020. Technical Services staff used the remote work time to focus on training and online course work. A number of remote work projects were launched, including:

* + Serials Deep Backfile copyright review project <https://penntoday.upenn.edu/news/copyright-free-penn-libraries-deep-backfile-periodicals>
  + Digital Transcription Project (Marian Anderson diaries and other digitized content) <https://www.library.upenn.edu/blogs/libraries-news/marian-anderson-collection-newly-digitized-penn-libraries-now-accessible>
  + Adding non-Roman scripts to thousands of bibliographic records that previously only included transliteration. Specific languages included Russian, Arabic, Persian, Hindi, Bengali, Malayalam and Tamil.
  + Adding notes for titles that had been recognized with various Diversity Awards.
  + Merging duplicate records.
  + Updating obsolete MARC language codes.
  + Adding notes to reflect HathiTrust Shared Print Retention Commitments.
  + Implementation of HathiTrust ETAS program and updating Alma and Franklin to reflect which physical items could not circulate.

When we began a partial return in-person work in summer 2020, our focus shifted to resuming shipments of materials that had been held by vendors (while we were closed). The key focus of in-person work was on receiving and other acquisitions functions. Therefore, cataloging and processing backlogs developed in all areas. To alleviate this, we expanded vendor services, including shelf ready and MARC records with (GOBI, Casalini, and Amalivre); MARC enrichment (GOBI); and expansion of MARC records and EDI invoicing from global vendors where possible. Additionally, we resumed processing of materials for our offsite storage facility.

**DEI, Metadata and Discovery**

As part of our strategic implementation, the Libraries have launched a Diversity, Equity, and Inclusion (DEI) and Discovery working group. This group will review and approve changes to outdated, biased or offensive terms. “Illegal aliens” and other related terms have already been flipped in Franklin to “[Undocumented immigrants](https://franklin.library.upenn.edu/catalog?utf8=%E2%9C%93&search_field=subject_xfacet2&q=undocumented+immigrants)”. Additionally the group will look at metadata enrichment to improve access to diverse materials, and partnering with user communities on projects to improve discovery.

Additionally staff have already completed several enrichment projects including: a Diversity Awards project—adding award notes to books, (such as the [Stonewall Book Award](https://franklin.library.upenn.edu/catalog?page=1&q=%22Stonewall+Book+Award%22&search_field=keyword&utf8=%E2%9C%93) and the [Coretta Scott King Book Awards](https://franklin.library.upenn.edu/catalog?page=1&q=%22Coretta+Scott+King+Book+Awards%22&search_field=keyword&utf8=%E2%9C%93)); and highlighting diverse collections (such as [Immigrant and Refugee Experiences in Children’s and Young Adult Literature Collection](https://franklin.library.upenn.edu/catalog?f%5Bauthor_creator_f%5D%5B%5D=Immigrant+and+Refugee+Experiences+in+Children%E2%80%99s+and+Young+Adult+Literature+Collection+%28University+of+Pennsylvania%29&search_field=keyword)).

**Linked Data**

The Penn Libraries expanded our commitment to linked data; hiring of Jim Hahn as our Head of Metadata Research in Jan. 2020, with a focus on linked data, metadata and discovery research. We completed our LD4P2 sub-grant, and continue to work with Sinopia and BibFrame. We continue as a leading partner in the ShareVDE project, working towards a discovery interface that will demonstrate the value of linked data for user discovery and leverage the power and size of the ShaveVDE cluster knowledgebase. Additionally, Penn Libraries joined the PCC Wikidata Pilot Project, using this opportunity to support linking of our Serials Deep Backfile copyright project, as well as testing linked data to promote Penn faculty and departments. We participated on the OCLC Entity Management Advisory Group. Additionally, with our IMLS planning grant for [Digital Scriptorium 2.0](https://digital-scriptorium.org/2020/07/25/digital-scriptorium-receives-imls-national-leadership-grant/), we have been working towards a linked data version of this database, using Wikibase.

**Digitization Projects**

* Manuscripts of the Muslim World Project <https://www.library.upenn.edu/about/exhibits-events/celebrating-manuscripts-muslim-world-project-2018-2021>
* Marian Anderson Collection and transcription <https://www.library.upenn.edu/blogs/libraries-news/marian-anderson-collection-newly-digitized-penn-libraries-now-accessible>
* Arnold and Deanne Kaplan Collection of Early American Judaica <https://kaplan.exhibits.library.upenn.edu/>
* For the Health of the New Nation <https://pacscl.org/for-the-health-of-the-new-nation-digitizing-140000-pages-of-early-medical-education-records>
* South Asia Art Archive digitization project launched.

**Information Processing Center (IPC) organizational changes**

The creation of several new departments and positions in the Libraries resulted in several organizational changes in the IPC. The Physical Processing department moved to become part of the new Preservation Department in the Collections and Scholarly Communications Division. The Schoenberg Center for Electronic Text & Image (SCETI) moved to become part of the new Technology & Digital Initiatives Division.

Additionally, the LIBRA (remote storage) Processing unit was moved to become part of Metadata Services. Katia Strieck was named Interim Head of LIBRA, in addition to her ongoing role as Head of Metadata Services. Area Studies Technical Services was rebranded as Global Studies Technical Services and Mike Williams was named as Head of the GSTS Department.

**Personnel**

* Jim Hahn hired as Head of Metadata Research
* Mike Williams named as Head of Global Studies Technical Services
* Katia Strieck named as Interim Head of Libraries Research Annex (LIBRA)
* Eri Mizukane hired as the Japanese/Korean Library Specialist
* Julianna Lipschutz retired; Erica Lu was hired as the new Chinese Library Specialist.
* Andy Hart was hired as the new Director of Preservation, a new department in the Collections Division.
* Tom Bruno hired as the new Director of Access Services.
* Sean Quimby hired as Associate University Librarian & Director of the Jay I. Kislak Center for Special Collections, Rare Books and Manuscripts