

Assessing Cataloging An Administrator's Perspective

Cross-Institutional Assessment within
2CUL

Assessing “Cataloging”

- Acquiring and creating catalog records
- Original cataloging
- What takes place between receiving and shelf processing
- What happens in departments with “cataloging” in the name
- What’s done by people called “catalogers.”

Not in Scope (Today)

- Serials cataloging
- Special collections
- “Metadata”

Past Assessment Measures

- Processing interval
- Productivity
- Backlogs
- Quality (error rates, user experience)
- Professional engagement



“ ... a transformative and enduring partnership
... that enables us to pool resources to provide
content, expertise, and services that are impossible to
accomplish acting alone.”

2CUL: 8 Goals

- Improve the quality of collections, services and expertise available to key constituencies
- Lay the foundation for a permanent selective integration
- Achieve significant integration of operations, services, collections, and resources
- Achieve significant cost savings through shared services, joint collections, and elimination of redundancy

2CUL: 8 Goals (cont'd)

- Collaborate in generating new resources
- Co-invest in critical under-supported areas and innovative new services
- Build understanding and support among stakeholders
- Share experiences and findings

Phase 1: Laying the Groundwork

- Sharing Expertise: Area Specialists
 - Slavic & East European Studies
 - Southeast Asian Studies
 - Latin American & Iberian Studies

Laying the Groundwork (cont'd)

- Improving Access
 - On-site Borrowing
 - Expedited inter-campus delivery
- Joint Purchasing, Electronic Resources
 - Oxford Bibliographies
 - University Press E-Books (2CUL & MaRLI)

Phase 1: Early Successes

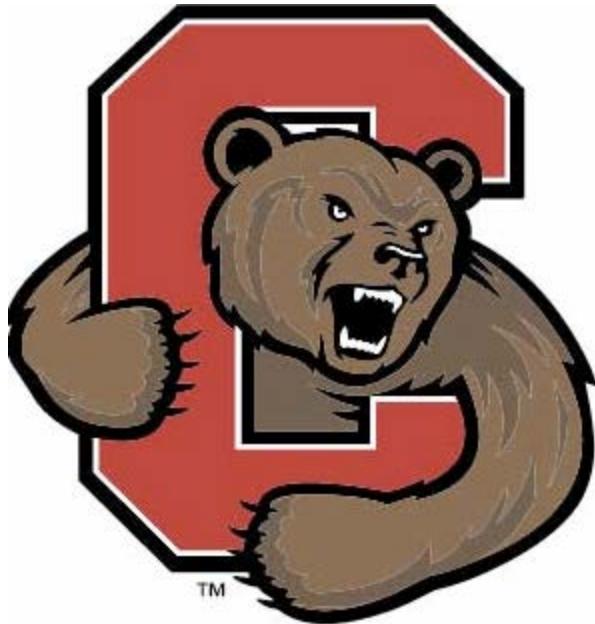
- Extending Collections:
- Slavic: Reduced duplication from 20%-2%
 - -- More Bosnian, Latvian, Ukrainian
- Latin American:
 - More regional, local history

Phase 1: Early Successes

- Significant cost savings ...
 - Share expertise
- Columbia savings reinvested in Korean cataloging by Cornell
- Co-invest in innovative services:
 - Co-development in automating pre-order process
 - Chinese purchasing/cataloging plan (reduces cost by ca. 70%)

Phase 2: Getting in Deeper

2CUL Technical Services Integration TSI



Why Integrate Technical Services?

- Increase scope of language & subject expertise
- Eliminate redundant tasks
- Many TS tasks can be performed remotely
- 20% of 2CUL staff works in technical services
- Potential for significant reallocation of resources
- Model for mainstreaming 2CUL more broadly across both institutions

What technical services?

- Acquisitions
- Cataloging
- E-Resource management
- Record Maintenance
- Batch loading

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- Shelf processing
 - Remote storage transfers
 - Preservation reformatting
 - ILL/Document delivery



How do we get from here?





... to here?



Towards 2CUL Technical Services:

- Thorough review of current policies and practices
- Development of best practices for 2CUL
- Creation of joint framework for negotiation with vendors and other third parties
- Redefinition of job responsibilities
- Adoption of new joint organizational structure
- Implementation of a shared Library Management System

What We Have in Common

- Size
 - 7-8 million records
 - 100K+ e-journals
- Scope
 - Global collections
- Consortia
 - BorrowDirect, NERL

What's Different ... and Why

- Structural differences
 - Administrative organization
 - Combinations of roles, functions
 - Committee structures
 - Affiliations
- Cultural differences
 - Union, non-union
 - Decision making
 - Locus of power

What's different – Some Examples

- POOF (automated ordering)
- Non-Roman scripts
- Approach to backlogs
- Authority work
- Shelf-ready services
- Use of students (and resulting outcomes)

What We Say: Core Values

- Efficiency
- Responsiveness
- Quality
- Timely access
- Collaboration

Selector Role:

- Choice of vendor
- Standing orders
- Shelf-ready
- Outsourcing selection (Chinese)
- Weighing quality? (of collection)
vs. efficiency (of processing)

When is a backlog not a backlog?

- Make it available (how available?)
 - Make it discoverable
 - Do your share (5-year rule)
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- Weighing responsiveness, efficiency
vs. quality, collaboration
 - But, how different are we, really?

What's good enough?

- Evaluating vendor cataloging (Chinese)
- Cataloging for others (Korean)
- Non-Roman scripts
- 5-year rule
- Authority work:
 - Creating new records
 - Following up

Do it yourself, or outsource

- Authority processing
 - Shelf-ready services
 - Cataloging
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- Budget structures
 - Use of students

A Matter of Timing

- Continual adjustment and lag time
 - Effect of backlogs on decisions
- Changing realities, uncertain measures
 - System capabilities & cost/benefit

No right answer

- Size of collection
- Strength of programs
- User population
- Budget structures
- Human factors

... and then we can relax

