

## **Technology, Process Redesign, and the Evolving Role of Technical Services**

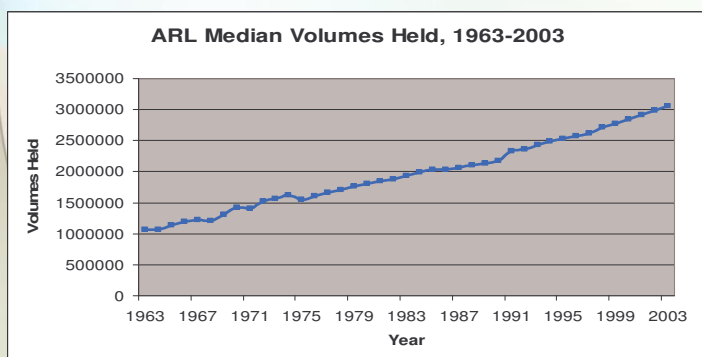
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Cornell University Library  
ALCTS AS Technology Committee Program  
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### **Too Much with Too Little!**

- **Growing collections**
- **Growing e-resource collections**
- **Shrinking technical services departments**

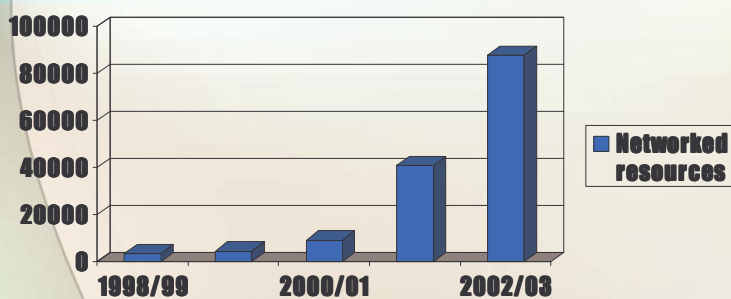
## Growing Collections

- In 1963: median vols. held = 1.1 million
- In 1963: median vols. added = 54,000
- In 2003: median vols. held = 3.1 million
- In 2003: median vols. added = 60,000



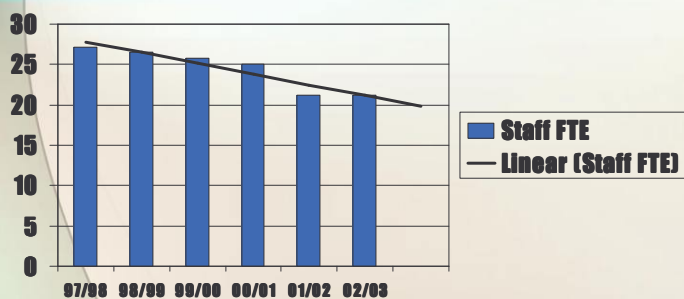
## Growing e-Resource Collections

- Source: Cornell University Library Annual Statistics
- More resources (and better counting)
- Impact of e-journal aggregations and consortial deals



## Shrinking Technical Services Staffing

- Source: Cornell University Library CTS FTE counts
- 22% reduction in staff size in past 5 years
- Benchmarking survey in June 2002 suggests all ARL TS depts. are hard hit



## Insert Miracle Here

**Make a blind man see!**

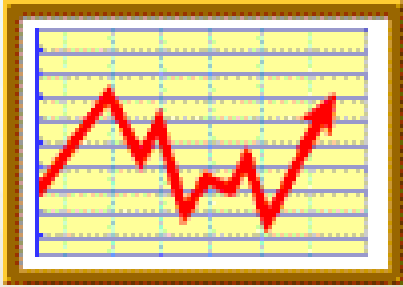
(using technology)



**Or ...**

**What if you looked  
in the mirror  
and there  
became two of  
you?**

(by boosting  
productivity)

A line graph with a red line on a yellow grid. The line starts at a low point, rises to a peak, falls to a trough, rises to another peak, falls to a lower trough, and then rises to its highest point. The graph is enclosed in a brown frame.

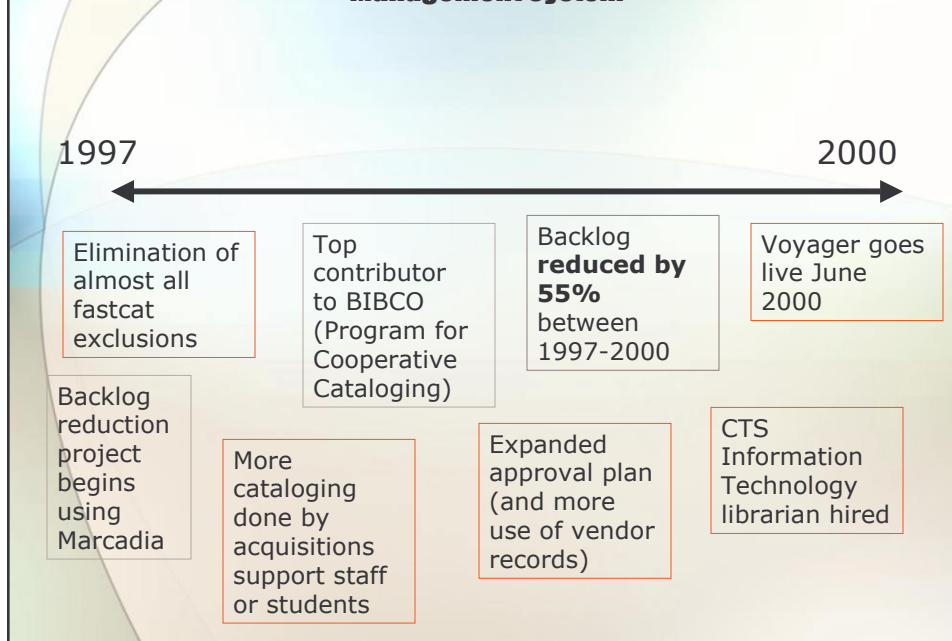
**Boosting Productivity**

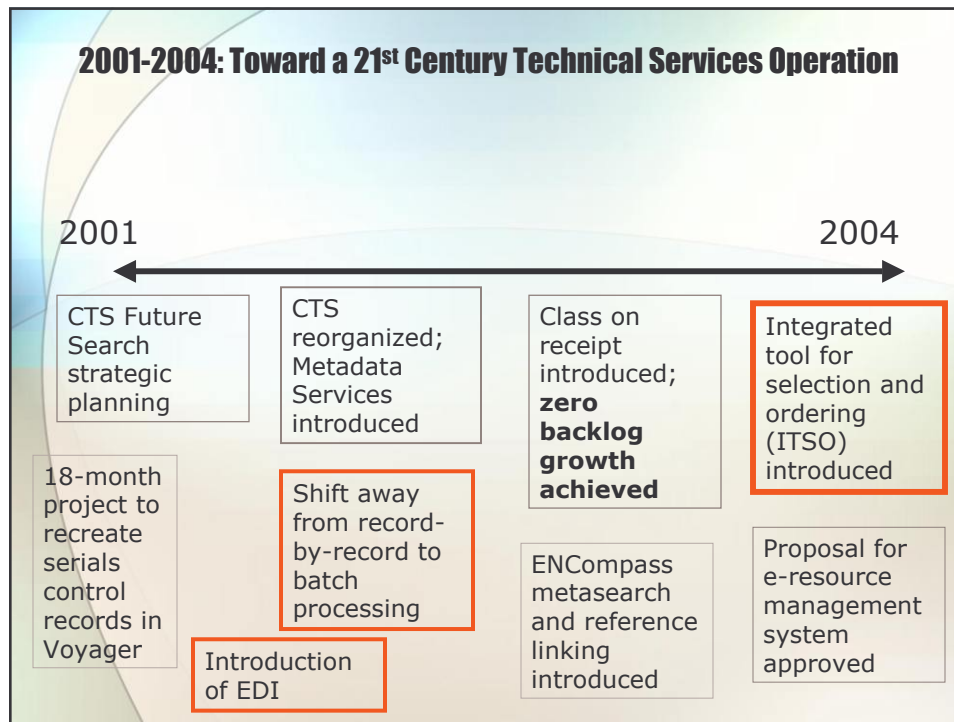
- Updating staff skills
- Changing workflows
- Rethinking assumptions
- Learning what users find truly important
- Better equipment and tools
- Better use of technology
- Managing change

## Some TS Workflow Redesign Principles

- Look at the *whole process* (e.g., selection to ordering to receipt to cataloging to shelf-ready)
- To the greatest extent possible, handle items only *once*
- Capture bibliographic data as far upstream as possible
- Perform work where it makes the most sense
- Maximize acquisitions/cataloging collaboration
- Maximize use of support staff and students

### 1997-2000: Streamlining Workflows and Implementing a New Library Management System





## The Integrated Tool for Selection and Ordering (ITSO)

- As a case study of process redesign
- Why ITSO CUL?
- What does ITSO CUL do?
- How does ITSO CUL work?

## **ITSO CUL ... In the beginning...**

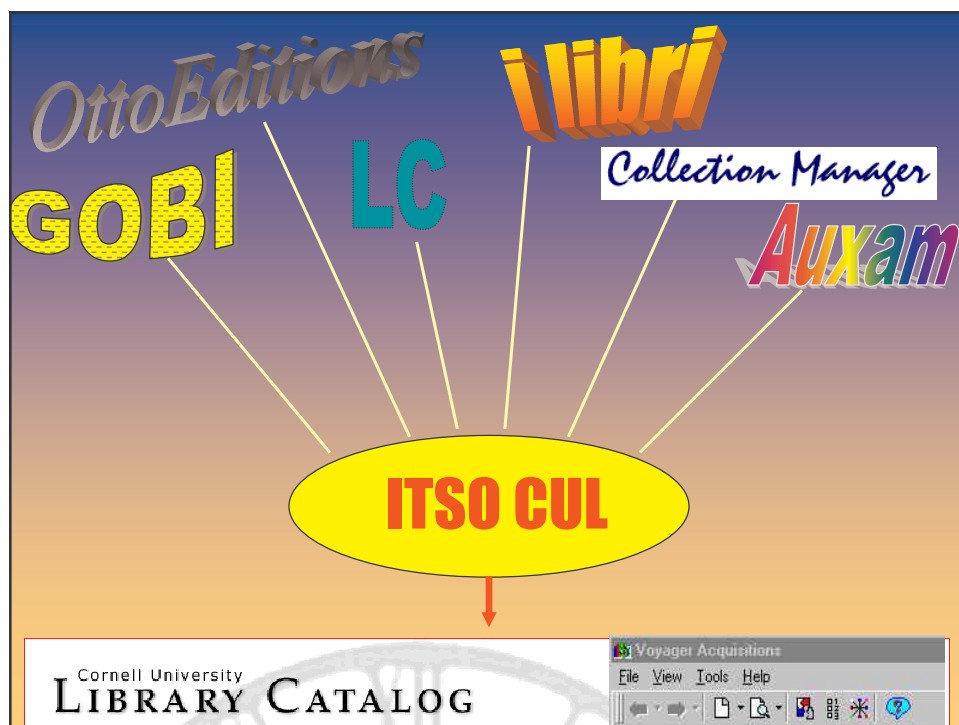
- An idea—whispers in the dark
- A broader perspective
- The reality check
- The **green** light

## **ITSO CUL Goals**

- **Processing goals**
  - facilitate paperless selection
  - recycle information and effort in support of acquisitions process
  - exploit existing tools
- **Cost savings goal**
  - staff resources
- **Extra benefit**

## ITSO CUL – *What it is NOT*

- an original idea
- a comprehensive solution
- ILS platform specific
- written with proprietary software
- finished





## **Easy Acquisitions Made Easy**

- **Chron job to pull the day's orders**
- **Incorporate local data into MARC record**
  - fund code
  - price
  - notes
- **Assign vendor**
- **Load records**

## **Summary of Benefits**

- **Recycling the bibliographic data used in the review process to support ordering and cataloging**
- **Reduced sorting of paper review slips to selectors**
- **No more duplication between vendor review slips**

## **Summary of Benefits, continued**

- **More control over encumbrances and fund codes**
- **Decreased paper shuffle between Acquisitions and Collection Development units**
- **Quicker turnaround from selection to order**

# **Thank you**

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