Assessment in Technical Services

Developed and Presented by

CARLI Technical Services Committee

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What we will cover

- Why assessment is important for Technical Services
- Brief look at selected Technical Services projects
- Time to shelf studies done at selected CARLI libraries
- Other assessment ideas for Technical Services

Why is Technical Services Assessment Important?

- Hard to make evidence-based decisions without data
- To improve effectiveness
- To demonstrate the value of Technical Services to the library and university community
- To see how you compare with other institutions

Technical Services Assessment

- Little has been published on broad technical services assessment
- Most articles focus on specific projects

Selected bibliography

1. Alan, R., Chrzastowski, L G. & Wiley, L. (2010). Approval Plan Profile Assessment in Two Large ARL Libraries: University of Illinois at Urbana-Champaign and Pennsylvania State University. *Library Resources & Technical Services,* 54 (2), 64-76.

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Presents the results of a single case study focused on an holistic assessment model, taking into account both public and technical services to explore inter-related question affecting both day-to-day operations as well as long-term, strategic priorities.

5. McGurr, M. (2008). Improving the Flow of Materials in a Cataloging Department: Using ADDIE for a Project in the Ohio State University Libraries. *Library Resources & Technical Services,* 52(2), 54-60.

Discusses a problem with time it took to locate unprocessed materials within the Technical Services department at Ohio State University Library and the new workflow that was designed and implemented as a result.

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Discusses assessing usage of electronic and microform holdings after batch loading at Penn State. Talks about the process of creating the batch loads.

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Comparison of ILS systems.

9. Sapon-White, R. (2012). Notes on Operations. *Library Resources & Technical Services*, 56(1), 45-52.

Discusses Oregon State University's pilot project to purchase Kindles and load them with e-books and the novel workflow in technical services that came out of that experience. Describes using Provider-Neutral E-Monograph MARC Record Guide.

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Time to Shelf Studies

- Harper College
- Illinois State University
- Northern Illinois University
- University of Illinois at Urbana-Champaign

Assessment at Harper College Library, September 1999

- Context: Completion of Harper's first year using Voyager

- Task: Perform manual analysis of technical services processing from receipt of request to placement of ordered materials in Library collections

- Purpose: To evaluate workflow and devise improvements

- Methodology: Analyze 5% random sample of 4,301 title requests received during FY 1999 (215 titles)

Step 1: The Order Slip

**Voyager
purchase order no.**

**Date request
received in
Acquisitions
9/28/98**

**Date title ordered
from vendor
10/31/98**

Step 2: Receipt in Voyager Acquisitions

Date received 2/4/1999

Step 3: Cataloging

Date cataloged and placed on the shelf 2/23/99

MARC	System	**History**				
Date/Time	Operator	Cataloging Location	Action	Encoding Level	Suppress Action
2/23/1999 01:23 PM	karen	Cataloging	UPDATE	_ - Full level	N
10/31/1998 12:22 PM	kitty	Acquisitions	CREATE	_ - Full level	N

	Tag	I1	I2	Subfield Data
	010			‡a 92020640
	035			‡a (OCoLC)26132437
	040			‡a DLC ‡c DLC ‡d UKM ‡d UUC ‡d JDD
	015			‡a GB93–10076
	019			‡a 29471094

MARC	System	**History**				
Date/Time	Operator	Cataloging Location	Action	Encoding Level	Suppress Action
2/23/1999 01:22 PM	karen	Cataloging	UPDATE	_ - Full level	N
10/31/1998 12:22 PM	kitty	Acquisitions	CREATE	_ - Full level	N

Date ordered 10/31/98

How Long Did the Process Require in this Case?

In sum (for this title):

- 9/28/1998:   Request for purchase received in Acquisitions
- 10/31/1998:   Title ordered from vendor
- 2/4/1999:   Title received from vendor
- 2/23/1999:   Title cataloged and added to collections

- Total time required: 148 calendar days (106 working days)

Average processing time in working (w) and calendar (c) days

- Between request receipt and creation of purchase order: 3
- Between creation of purchase order and item receipt: 12 w/18 c
- Between item receipt and item cataloging: 45 w/63 c
- Total between request receipt and item cataloging: 60 w/84 c

Illinois State University

- Could not answer the question "How long does it take to catalog a book?"
- Large number of rush requests
- Only had anecdotal evidence

Group Buy-In

- Sample form and requested feedback from the group
- Spoke with everyone impacted by the study
- Stressed that workflow should not change because of the study
- Looking at the numbers as a whole and not the data from individuals
- Trial run for one week in September

Time to Shelf Study

- October 7, 2013 to October 18, 2013
- Stressed do not change your workflow for the study
- Reported results to the group in December
- Raised questions about the workflow
- Data provides the ability to start the conversation about effective workflow

Northern Illinois University

- Designed a study to determine how quickly materials moved through the various processes in Technical Services
- July 2011 to June 2012
- Wanted to find out how long it took to:
  - Place an order on a newly-requested item
  - Receive item after placing order
  - Get to cataloging
  - Complete cataloging
  - Get labeled
  - Get to shelving

Northern Illinois University

- Flagged every tenth firm order placed
- 674 items received paper flags
- Each person who completed a section of the study wrote date of completion on the flag
- Graduate student compiled the data
- Average number of days items spent in Department were 30.2, but many items took between 13-20 days

University of Illinois at Urbana-Champaign

- Study to determine average time to get items from receipt to shelf
- Requested by Branch libraries
- 2005/2006
- Results of study:
  - Moving books from unit to unit caused delays
  - Copy cataloging was shifted to Acquisitions
  - Time to shelf was cut from 30-45 days to 14 days

University of Illinois at Urbana-Champaign

- Not an overnight change
  - Took time to train Acquisitions staff
  - Some cataloging staff moved to Acquisitions in 2006

- Time to shelf study is now done annually
  - Staying on track?
  - New formats?

UIUC – OCLC Call Numbers

- Looked at the call numbers in OCLC records that were imported to determine if changes were made
- Results of study:
  - 85% of call numbers were not changed
  - Allowed UIUC to purchase more shelf-ready materials

UIUC – Cataloging Time

- Study to determine average time to catalog a book or serial
  - Measured original and copy cataloging
  - Used reports from Voyager
  - Did not rely on a single snapshot – used 5 or 6 days per semester
  - Work done outside Voyager difficult to measure

UIUC – MARCette records study

- Study to determine if enhancing short records improves circulation and findability

- Started in summer of 2003 and continued to 2004
  - Full cataloging - subject headings, additional names, etc.

- Did a follow-up study in 2005 to track increased access

UIUC – MARCette records study

- Another follow-up in 2010 to determine if increase in circulation
  - Significant increases since 2005

UIUC – Use of Assessment Data

- To improve functions in Technical Services
- Reports shared with campus community
  - Shows money is well invested
  - Informs reports for risk management

- For more information on UIUC's projects please contact:

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  (217)333-8350

  manorman@uiuc.edu

Questions

Bibliography for Assessment for Technical Services Panel (Alphabetically ordered)

1. Alan, R., Chrzastowski, L G. & Wiley, L. (2010). Approval Plan Profile Assessment in Two Large ARL Libraries: University of Illinois at Urbana-Champaign and Pennsylvania State University. *Library Resources & Technical Services,* 54 (2), 64-76.
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