Technical Services Minutes

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FY10

December 9, 2009

1. SST Update (Alicia)

Chris Stauber concluded that the introduction of the LibGuides is a success. The project is moving into the operational phase. There may be other applications for the software—stay tuned.

Judy Rabinowitz is presenting a 'brown bag' for Interlibrary Loans staff on Illiad statistics.

Suzanne Duncan for the Circ/Reserve Team reported that the worldcat local implement has issues. One issue concerns requests for multi-volume sets.

Eileen Moyer for the ERM/Central Database group reported on the migration of information from the central database to resource records. This relates to Dana's work on a subject taxonomy for e-resources. In the future the Central database will be only a proxy database.

The 'Virtual catalog' designation will be replaced with "BLC Worldcat"

The Discovery Platform Team will work to implement Millennium's Encore by July 1

2. Planning Council (Alicia)

November meeting included discussion of the 'partnering' opportunities on campus, ODT training possibilities for PC and OC training, Evan’s involvement with the BLC’s strategic planning, and discussion of the Harvard Libraries report (Alicia forwarded the report and recommends us to read the executive summary).

December meeting discussed the twitter pilot and exploration of facebook involvement, the availability of shared documents on other the the R drive, the presentation by Scholarly Communications to the faculty on issues of open access and author rights.

3. Operations Council (Dana & Tony)

The November meeting discussed the faculty report and the media production center recommendation.

Monthly discussion of department activity at OC provides an opportunity to know the work and special projects going on in other library departments.

4. Marketing Team (Dana & Tony)

The new READ posters will feature the men’s hockey team and the women’s soccer team.

Marketing would like to promote the library by sending out a list of factoids, which will be updated periodically. Any factoids (stats on special projects or other interesting tidbit) can be sent to either Dana or Tony.

5. Millennium enhancement requests (Alicia)

The deadline for this year is Dec. 18. There is form to complete for each new suggestions.
6. TechServices Wiki update (Alex)

Alex reviewed two main points

--The wiki is part of a transition to new technology. It is a fast way to update information on a web browser. It is what other communities currently use.

--A demonstration reinforced instructions on how to construct a new page, so that staff will take the plunge and set off on this platform

Practical points:

On a new page, enter a name

Use "toc in brackets" to prep for a table of contents.

The table icon allows you to create tables and then populate them

It's easier if you enter the text and then select the appropriate headings.

Images can also be posted to desktop and then entered using the image icon.

Check with Alex on converting word documents to the wiki, since there are a couple of ways to handle hits (i.e. copy to wiki markup, use notepad)

Alex will be the gardener for the TechServices pages. He'll clean up the documents and follow-up on 'LITS is here' requests. When entering 'LITS is here' requests' no longer use the 'comments' but enter in the appropriate section.

7. Future demos (Alicia)

If other TechService staff want time to present a demonstration or to report on a project, time will be set aside on future agendas.

January 12, 2010

1. SST Minutes (12/10) (Alicia)

SST discussed its role within the ULT structure. There is a draft charge, but no conclusions. News items include: there's an upcoming statistical presentation by the ILL group; during finals, Ginn could not accommodate students--no seats; Hirsh is remodeling.

2. Planning Council Minutes (12/16, 1/6) (Alicia)

There was a joint OpCo/Planning Council meeting in December to review two proposals for a staff training database to record staff training accomplishments. In the January meeting, budget approvals were made for TechServ label printer, scanner (for Kris), and load profile training (for Alicia).

3. Operations Council Minutes, new charge (Tony, Dana)

OpCo will evaluate options to share documents that encourages collaboration. There is a TechServ wiki page to add criteria for evaluation.

4. Update on Spine Label Printer acquisition (Jackie)

The current printer is a very old machine and the process wastes papers. With new Millennium printing options and overall new printing technology, it is time to re-evaluate our label production. With Christine's input, Jackie is evaluating a new system by CompuType. She is working with Alicia to check references before proceeding.

5. Scores Update (Marsha)

Procedures for cataloging selected music scores in-house are well underway. Jess' preliminary sorting is going well; the cataloging procedures need to be refined further. We're consulting Michael Rogan as we proceed.

6. Video Cataloging Update (Dana)

There are proposed changes to streamline video cataloging to accept more copy and to utilize batch changes. Steve and Deborah will be trained to work on video cataloging. Richard Fleischer is consulted.

7. Yankee Book Peddler Reception Sunday 4:30 Weston Harbor Hotel

With the ALA convention in Boston there are a number of vendor-sponsored events. Alicia will forward an e-mail listing these open events.

8. Tech Services Brown Bag - Review of ALA Midwinter meetings (Alicia)

After the ALA Midwinter meeting, TechServ will sponsor an all-library Brown Bag to highlight the trends and issues that affect TechServ. If you attend, please volunteer to make a short presentation or relay your information for inclusion in the Brown Bag.

9. Investigation of loading Order Records from YPB into Millennium (Alicia)

In response to requests from selectors, Alicia will investigate loading GOBI order information into Millennium prior to receipt so that orders and encumbrances can be monitored from Millennium.

10. Electronic Bookplate project (Alicia, Tony)
There will be a pilot test to see how we can use bibliographic and/or item records to record donor information that will link to a webpage. Martha Kelehan and Thom Cox are involved in the project that, hopefully, will meet donor needs and result in greater involvement (i.e. donations!) of donors with the library.

11. Tech Services Minutes on the Wiki

Alex set up the latest meeting minutes on the Wiki. Future agenda items will be posted prior to our monthly meetings, and then updated. This will provide us with another opportunity to use the wiki, and to track agenda items.

12. Brainstorming for Annual Retreat - Upcoming session

Tisch’s annual planning retreat is scheduled for May 19th. The late date allows us to begin the annual planning process in February with an brainstorming session.

13. Other Business

a) Charlotte set up a special Millennium ‘Encore 4.0’ (Millennium’s alternate public display option) demonstration Saturday 3:30 at the Boston Waterfront Hotel

b) We still need to complete the Emergency Preparedness documentation. Alicia will follow up.

February 16, 2010

1. SST update (Alicia)

There was no quorum for the February meeting. In January the strategic plan goals were reviewed; and there was a discussion on space use in the library.

2. Operations update (Tony)

Construction on Level G will begin in March. Work will take place 6AM to 3PM and access to the worksite will be thru the Professors Row tower entrance to minimize disruption.

The Collaborative Work Task Force submitted a project proposal to Planning which includes taking a survey of all library staff to determine staff current use and needs for sharing documents.

3. SST update (Alicia).

Elliot Wilczek reviewed the retention of information policy.

Laurie Sabol presented a recommendation to activate Encore, the Millennium discovery platform, in April.

4. Alternate uses of students in the Mailroom (Tony)

Since students cover the mailroom door more than in the past, they have time to take on new tasks. The tasks have to be 1) clerical in nature, easy to train 2) there is constant interruption in the mailroom, so the assignment cannot require concentration over time 3) the students have access to a PC linked to Millennium/OCLC/Windows software. This is an opportunity to review your assignments and determine if there are tasks where the students can assist. Please think this over; and, at the next meeting, we will brainstorm on how to better utilize the students. If a particular assignment can be worked on now, contact Kris.

5. Video cataloging update

Dana is training Deborah and Steve using a streamlined procedure to catalog videos. The goal is to speed up video cataloging and free up time for other staff. Richard Fleischer agreed to the changes, but will evaluate the program after a time period.

6. Special Collection activity (Alex and Alicia)

Alicia showed the cataloging and visual display of an illuminated manuscript leaf that Alex entered. This is an example of the current Special Collection /Technical Services collaboration to promote special collection material to a wider audience.

7. Tech Services Planning for FY2011 - Tuesday March 2 9-12 (Alicia)

Our annual planning process will begin with the special Tuesday March 2 meeting. We will review the mission and vision statements and last year’s goals to determine what's changed, what's been completed, what's been initiated.

Alicia pointed out where the various documents can be found on the department wiki. Since there was time at the meeting, we reviewed the mission, vision, and goals from last year. The mid-term goals pointed toward 1) creating a tech services identity 2) re-connecting tech services with other library departments 3) expanding cataloging and technical expertise. Do these mid-term goals hold and what do we expect for next year?

One item for next year will be a budget proposal to finance music cataloging staff training.

For the March meeting, think about the changes we might see coming and what they mean for our individual job responsibilities.

March 9, 2010
1. Travel/training update (Alicia)

Even with expected expenses for the upcoming IUG and NETSL meetings, we have money available for additional learning opportunities. Check with Alicia.

2. Mailroom student assignments (Tony)

The primary responsibility for the mailroom students is to answer the doors. However, additional assignments will help us to make better use of their time and relieve tasks from other staff. Already, new assignments for mailroom students include:

- adding barcodes to Yankee books as the Yankee books are sorted
- removing all plastic seals from DVD's and music CD's when they are unpackaged in the mailroom
- checking library holdings for Choice-review-cards before the cards are distributed to the bibliographers
- to be investigated further - stamping fiche holders for large microform sets.

Notify Tony or Kris if you have additional suggestions.

3. Continuation of FY11 planning process (Alicia)

Brainstorming ideas from our first planning meeting were matched against last year's planning document. Ideas left in the 'parking lot' will be taken up at a later department meeting.

April 14, 2010

1. Continuation of FY11 planning process (Alicia)

Review of last power point file to make final changes

2. Team for identifying processes for electronic books

With the acquisition of electronic books starting to increase, there is a need to identify and document the various ways that electronic books are ordered, received, cataloged and maintained. I am proposing a team of 3-5 people to meet to identify for the department the issues that need to be addressed in managing electronic books. The hope is that we will be able to use the results to identify and implement any changes in workflows that need to be made to accommodate the management of e-books in Technical Services.

Staff members volunteered for the assignment; Alicia will select team members.

May 11, 2010

1. IUG Conference reports (Tony K. & Tony M.)

2009B Millennium release will have minor improvements and impact on TechServices. Other Acquisition sessions demonstrate how well we implemented Millennium in 2004 and anticipated use of software features that others are only now implementing. Skyriver as an alternative to OCLC received attention. Michigan St. U, for one, uses Skyriver. Conference attendance provides greater insight than what can be gained from the posted powerpoint presentations alone. See the IUG site for those powerpoints. Next year the conference is in San Francisco.

2. Springer e-book update - (Steve)

Records for the various Springer e-book series are being loaded and provide us with an example on how we add supporting records to e-book collections. Springer provides free OCLC records. Alicia creates a load profile to enter the records into the database. From there Irina and Dana use global update to further edit the records as a group. As new records become available, OCLC will provide monthly notification, and the process repeats.

3. Changes with MLSC and OCLC (Marsha)

MLSC and OCLC will discontinue in the fall the current arrangement whereby we receive bib. records with new music CD shipments. OCLC will provide an alternate service to meet our needs, but the cataloging will be done without the piece in hand. A cost comparison will be done to evaluate the new OCLC product with our Flourish product. The decision could affect current workflow for acquisition receipt, Flourish processing, and cataloging.

4. Flex time for summer (Tony K.)

Flex time is the annual option for non-exempt staff to adjust regular hours for the summer. As long as 35 hours per week are maintained, staff can request schedule changes that frees up a half-day/full day a week, or a simple start/stop time adjustment. Check with your supervisor. The flex period starts May 24 and ends the week of Aug. 30.

5. Planning retreat 5/5 (Alicia, Dana, Tony K.)

Department and teams presented their annual plans for the next fiscal year. The TechServices presentation was focused and integrated our goals with the library's strategic plan. Other plans provided an overview of specific goals (see all plans posted on the Acq. bulletin board).
As examples of what will impact Technical Services, rug replacement is one of Admin’s goals, but action is contingent on what money Facilities can provide. Replacement of the air handler is on the planning schedule, but with no set date. Our copy machine is the oldest in the library, and is scheduled for replacement. In their report, Collections discussed servers and reinforced TechService’s role in their organization and maintenance. Reference will use LibAnswers to provide FAQ’s; TechServices may be able to piggy-back on this idea to promote basic services we provide and to provide answers to basic questions.

Budget items were mostly approved (some were delayed) with help from the Friends of the Library endowment money.

6. Planning Council 4/21 (Alicia)

Team rosters were approved and will be distributed. The BLC interviews for a new director are completed. The open ULTS position is on hold until 7/1 and the new budget year will allow candidates to be invited for interviews.

7. Operations Council (Dana and Tony K.)

The report on collaborative software is on this week’s agenda. With Planning Council approval, the team’s focus shifted. To find one software that fits all needs was not possible. The team provides a chart that compares options and allows staff to select the appropriate tool for the appropriate task.

June 8, 2010

1. Fiscal Closing (Tony K.)

The Tisch material budget is basically closed for FY10. The last invoices will go thru June 16. Ginn still has some money left, but they are effectively finished for the fiscal year.

2. GIRP (Tony K.)

The Ginn Inventory Re-cataloging Project is underway in its 2nd of 3 years. Material will be coming over to Tisch for linking and cataloging, and returned to Ginn before the Fall semester begins. Last year we handled about 800 titles.

3. Staff Development Day (all)

People found Valeda Johnson, the main speaker, to be knowledgeable, easy to listen to, and thought-provoking. Her perspective on the library user experience built on her anthropological-psychology background. The user experience has physiological, cultural, psychological, and emotional aspects. In the current culture, it is the overall experience, rather than individual transactions that count.

In the panel discussion the discussion of “who are our users” turned to a discussion of Google and the question of how to distinguish different user needs.

In the Technical Services/Collection break-out session, Alex, thru specific examples, demonstrated how we can get data onto the web and in the catalog to help in the discovery process.

The Staff Development Team did a great job in pulling the day together. Reports back from the individual break-out sessions would have been helpful.

4. Suggestions on use of the 25K gift to the library (Alicia)

Current suggestions included: support for the Media Lab, support the Information Commons, support for a digitization project like the new opportunity to digitize the Visual Resource Center’s collections. The Center has a collection of Prof. Floyd’s Boston architecture collection and a postcard collection.

A new suggestion was made to purchase LED lighting and powerstrips for the library.

5. Planning Council (5/19 and 6/2) (Alicia) and Operations Council (Dana and Tony K.)

A reminder to check with council members if there are questions/concerns with the posted minutes or upcoming agendas.

6. Reference and Bibliographic Instruction update (Evan Simpson)

After a quick quiz to demonstrate Evan’s knowledge of our names (and faces), which he passed, Evan spoke on the theory behind the Reference Department’s planning document.

Evan’s department is moving into four (maybe five) areas that may not be considered traditionally as integral to the old “Reference” department. This is a new environment:

- Research assistance - in the broadest sense includes both in-person contact as well as virtual spaces, like IM. Where the in-person contact is made can be at the reference desk, but it can also be anywhere users can initiate the experience.
- Library instruction - includes the current 250 or so classes which respond to individual class, professor, and student needs, as well as to the new library research skills competency. The current program requires faculty to opt-in, but the new accreditation initiative requires greater cooperation and buy-in.
- Outreach/partnerships
- Staff development - all the above initiatives describe a new pedagogy, which respects learning styles and the art of partnership. Library staff need to focus on ‘how people learn’ to master this new environment.
- Research spaces and collections - with the new pedagogy, the appropriate desks, multi-media laboratories, and work environments need to be created to support the theory.
In response to Evan's presentation, TechService staff felt they better understood Evan's specific planning document goals and its overall vision.

FY11

July 13, 2010

1. Update from Marketing - Stephanie & Katherine

With Rupert, Stephanie & Katherine are the library's marketing staff. Stephanie outlined how TechServices members have contributed in the past to both the exhibits and marketing teams. Tony M. and Esther are the current representatives on these teams.

Marketing is there to help us promote our activities through use of the standard style guide and through guidance with ideas, projects, articles, and handouts. Two points to keep in mind as we work with projects: 1) what is the user focus of this project 2) how does the project highlight the library's human resources. Both foci provide marketing opportunities.

2. Update on FY close - Tony

While the final expenditure figures are not available, the physical count indicates a drop in book receipt; stabilization of periodical volumes and government publications. The new fund account system should provide Collection with useful information to revisit allocations for the library's fixed costs and with better electronic resource expenditure breakdowns between e-books, e-journals, and e-databases.

3. Preliminary Statistics - Alicia

The statistics show a significant growth in e-book and electronic resource cataloging in general. Video cataloging count reflects how the procedures were reworked this past year, and only now show a sizeable increase in productivity.

4. Update from cataloging

a. Database maintenance group - Irina

After three meetings with a group that includes cataloging, acquisitions, and e-resources staff, the group is documenting current database activities that require ongoing attention. Meeting minutes and a list of tasks is currently viewable on the TechServices wiki. The group will continue with individual meetings to document current activity. Alicia hoped that from this basis, we can develop what additional tasks are required to maintain the database, especially with regards to electronic resources.

b. EAD with with DCA - Alex

DCA uses the EAD metadata standards to catalog archival materials. Alex is working with them on a transformative style sheet to read EAD into a MARC format. The goal is to integrate DCA records into the main database.

c. Call Numbers for LibGuides - Dana

Dana created a spreadsheet that matches the existing LibGuide subjects into the LC classification system. With Webbridge, ULTS will be able to match the LC class of any material to the related LibGuide, which should make the guides more useful to users.

5. Planning Council Minutes (June 16)

The focus of discussion was the meeting with Tufts Security to explore the use of video cameras in the library to increase security. While balancing the need for user privacy, video coverage within the library hopefully will avoid the appearance of Big Brother and improve the relaxed atmosphere with the greater security.

Additional notes:

It was noted and agreed that security within TechServices has improved with the card-swipe system.

August 10, 2010

1. Leadership Institute for Academic Librarians (Alicia)

Alicia described her sessions last week at this Harvard institute which focused on issues and ways to view library organizations. Organization can be viewed thru 4 lens a) Structure -- both workflow and hierarchy b) Human Resources c) Symbolic d) Political.

2. GIRP2 update (Tony)

It's time to decide when to stop, since material needs to be returned to Ginn by the start of the fall semester. This year there are less added copies, but many more 'bound-with' volumes that require more than one bib. record, but one item record (which is tricky on Millennium).

3. Planning Council (Alicia)

Alicia reviewed the main topics.

-The 'Shared Documentation Report' is intended to provide new staff with an outline of the tools available and new teams with options for shared documents.

-Staff accounts are now set to users and not to administrators. TechServices will have problems with the frequent updates for OCLC's MARC edit.

-Michael and Alicia are working on a job description for a staff development person. It is intended this assignment will take 10% of a full-time position.
4. Rare Books Miscellany progress (Alex)

To help make the pages discoverable on the web, Alex recently added a Google search box by making a site map, an XML file, that is accepted by Google search. The 'Tisch Miscellany' pages will be promoted in the Friends and AT newsletters. Other improvements to the web page design have also been introduced to enhance the visual presentation.

5. Team reports:

a. Discovery Platform Team (Irina)

-- Heather will investigate LibraryThing to make the library catalog available on an i-phone. Innovative's option is expensive.

-- Heather is getting the new central database finder ready for a demonstration. Each Tufts library will be allowed to select databases for inclusion.

-- New icons to correspond to the revised list of material types are being investigated

-- Genre headings for electronic resources will be changed in the bib. records to provide standardization. More about this under the COT heading (below)

b. Database Maintenance (Irina)

To fulfill the team's charge, the team has interviewed staff and compiled a list of database maintenance tasks, available on the wiki.

c. COT (Alicia)

The new genre headings for electronic resources affects ULTS and a change in the public search strategy for those resources, the load profiles, and all the current bib. records for electronic resources.

d. Marketing (Esther)

Community Day will be Sunday Sept. 26 with 'Hidden Treasures' as the theme.

e. Next Gen Taskforce - ULC (Alicia)

See the Taskforce's wiki page to see the outline for their final report. Among the many issues involved are the libraries structure, recommendations for easy implementation, recommendations with high impact when implemented, and search and discovery tools.

Additional topics:

-- A new Russia gift book collection from Prof. Mulholland has been received.

-- Operation Council meeting were suspended for the summer

For next meeting:

Reference and Collections are discussing their space needs, and we need to consider that topic as well. While there is no money for implementation, sharing our concerns may provide us with future direction. This will be on the next meeting's agenda.

September 14, 2010


Alicia reviewed the background to the changes instituted last year to create the Planning and Operations Councils. It was planned to review the initial set-up after a time period, to respond to suggestions, and build on experience. The recommendation to merge the two councils would improve decision making, since all people would be at one table. The charges were re-drafted and the initial Library Management Council (LMC) meeting was held last week.

Staff expressed concern with the frequent organization changes, the removal of some staff from the council, and the absence of a communication plan to ensure that agendas and reports are issued to staff before the scheduled meetings.

As you have suggestions to improve the structure, please forward them to Alicia or Tony. Actions of the new team will be reviewed at upcoming TechServices meetings.

2. Team Updates

COT - there's been no meeting since the last TechServices meeting. In the future, Tisch representatives to this team may rotate.

Discovery Platform - Heather is investigating a mobile app from LibraryThing.

Encore - Tony will report next time on Encore implementation. The implementation team is meeting later this month.

Marketing - Esther reported that Community Day is Sunday Sept. 26, all are invite to come or to help out. The theme this year is 'Hidden Treasure' and we'll feature Alex's work on the Miscellany Pages, goodies for the kids, and a children book reading by Kathryn of Marketing.

Team Charter Group - Jackie reported that she, Andrew, Michael Ragan, Jo-Ann, and Jane Briscoe meet to review progress with the charter. The role of mentors (not working), sponsors (doing fine), and supervisors (need to clarify their involvement) were all mentioned. Jo-Ann will be following up on these recommendations.
3. Alicia announced that she, Tony, Marsha, Jackie, and Alex will meet later in the month to discuss work and workflow. The discussion on how to fold new work into our existing responsibilities will be brought to a TechServices meeting.

4. Space Planning Tech Services - Common areas and individual cubicle arrangements were both discussed in detail. While there may be some restrictions (i.e. money) this is the time to plan to better use of our space for individual and group activities. Jackie volunteered to coordinate suggestions for discussion at a future meeting. Please send your ideas, suggestions, wish items (i.e. nomadic workstations) to her attention.

October 12, 2010

1. Space Report (Jackie) - Various plans will be posted for all to see. Plan A concerns changes to the approval-decision room 213G. Plan B takes down the wall between 213 D & E to make the conference room. Plan C contains improvements that can be handled with little delay. They include combining the departmental mail boxes, moving the culling books, shifting staff to different locations. When the suggestions are posted, staff may identify additional changes that they would like implemented. This topic will be on next month's agenda.

2. Discovery Platform Team report (Irina) - Heather Klish will investigate implementing the 'Library Anywhere” app. The e-resource search display was revised. Icons are under construction both for the new material codes and for some current ones. Web-bridge is fully implemented, and includes virtual gift plate information. DAT will meet with the team in the near future. Alex will replace Alicia on the team; Irina will continue on the team.

3. Data Assessment Team report (Marsha) - Focus groups of graduates and undergraduates will explore their expectations for e-book access and use.

4. Cataloging Oversight Team report (Irina, Marsha) - The team saw a demonstration of the digital book plate project. Many discussions are underway - a) current indexing in Millennium was reviewed b) record loading was reviewed c) theses record procedures are to be reviewed to address Boston campus concerns d) the use of one record for print/online serials will be reviewed.

5. Benefits Advisory Committee (Dana) - The university-wide committee that reviews university benefit changes will meet on Monday. Dana represents all the libraries and would appreciate suggestions for benefit improvement any time, but especially before Monday. The Monday meeting will review recent university benefit changes and the impact of the federal Health Care legislation.

6. Web services (Alex) - The library web pages and submitted improvements requests are under review. SAKAI was selected to replace Blackboard as the university’s learning management system.

7. Executive Committee report (Alicia) - The 10/6 meeting minutes will be distributed once approved. Jo-Ann will follow-up on how administrative accounts on PC's are now being handled outside the library. A new strategic plan hopefully will be in place before Jo-Ann retires; Laura will outline the process at the next Library Management Council meeting. A proposal to change the Marketing Team staffing is open for further development. The staff development position is on hold. Newly appointed Dean Sweeney will visit the library 11/1 from 9-10AM for a tour.

November 9, 2010

1. Discovery Platform Team Report (Irina, Alex) - Heather is testing a mobile device by LibThing called LibAnywhere to see how it can be customized for our users. A question was raised on whether it would work with the new Encore Discovery tool. The Discovery Platform Team agreed on new icons to describe the electronic formats in the collection (like streaming video). Charlotte will be implementing them. Finally, Evan Simpson shared the NextGenTaskForce report with the Team.

2. Space report (Alicia) - Jessica, Steve, and Deborah have all moved into different cubicles. The white board is in place. $10,000 was added to the FY12 budget request to handle room 213 reconfiguration.

3. ERM team report (Alicia) - the team will recommend to SST that the libraries move from TDNet to Serial Solution to handle electronic access. If approved for FY12, the transition will require work. The advantages will be better access to journals with title changes, better customer service response, and future developments with Serial Solution.

4. Library Management Council report (Tony) - The Council approved its groundrules which continue the practice of Operation Council to improve communication with the release of agenda items and accompanying materials prior to Council meetings. In addition to minutes and discussion at department meetings, you can contact Tony or Alicia to point out issues with topics up for discussion. Also, with Strategic Planning, in addition to announcements of meetings, you all have access to the Strategic Planning wiki where you can find minutes, documentation, anonymous staff comments.

5. Executive Committee report (Alicia) - Development continues on the Staff Development Coordinator assignment. The current testing of Administrative Account usage with our PC's will lead to a better understanding on who requires additional authority and whether the current practice of limited access by staff should continue. The Committee will explore the possibility of utilizing a Simmons intern, and we were asked to consider how to make an effective intern experience in Technical Services. Hopefully within two weeks there will be an announcement on how the university plans to proceed with selecting a new Tisch Library Director. It looks like there will be no Tisch library representation on the search committee, but there will be staff forums, focus groups, and other opportunities for library staff to advise the search and to comment on candidates.

6. Technical Services Workflows discussion (Alicia) - We've already taken a number of steps in the process. A task force listed all the database maintenance tasks we handle, a second group worked on describing our desired future state. We still need to categorize the database tasks we do (Alicia will work on this), describe what we do, what we need to be doing, and to identify the gaps between the two. Our desired future state was reviewed and discussed. The listed items were re-aligned and clarified to better represent a share vision for technical services’ action. A copy of the revised ‘desired future state’ will be posted on the wiki. The discussion will continue at a special meeting Tuesday, Nov. 16

December 14, 2010
1. **Tufts Distinction Award (Tony M.)** - Tony outlined the process to nominate staff for these all-university service awards. Complete information is found at distinctionawards.tufts.edu. Please consider filing a nomination.

2. **Miscellaneous statistics (Tony K.)** - Acquisition statistics are maintained for the formats/procedures that require that most manual work for ordering, receipt, and payment. Since AV have a steady budget, the fall increase does not represent an overall increase for the year. Last year most AV items were ordered in the last half of the fiscal year; this year the purchases will be spread more evenly over the year. Music CD’s will increase greatly since we received a gift from WGHB/WCRB.

3. **Cataloging Oversight Team Report (Irina, Marsha)** - There is ongoing discussion on use of specific fields, the probable conversion to Serial Solution for our ERM management, and the ongoing problem with identifying availability of online theses from Proquest.

4. **Library Management Council report (Tony K.)** - The latest update on strategic planning includes the results from the all-staff brainstorming session and the gap analysis of the Tisch ideal future state document. Members of Library Management Council will be meeting with the consultants who will handle the search for the new library director.

5. **Executive Committee report (Alicia)** - The minutes of the latest meeting have yet to be approved.

6. **Other team reports (DPT, Web, Marketing)** - The Web team may recommend opening Twitter and Facebook to all library staff. Other teams are working on their charges.

7. **Technical Services Workflows discussion (Alicia)** - Alicia organized into categories the list generated by the Staff Tasks/Responsibilities team, and reviewed our current documents for the Technical Services Future State and the FY2011 planning document. The rest of the meeting was our first attempt to identify gaps between where we are now and where we want to be in our ideal future state. The following list of gaps is not in any order, but how they were presented:

   1. OCA digitization - need to organize for this function across department lines, especially managing metadata
   2. Need to be able to manage non-MARC metadata
   3. Overall, we are not organized according to function
   4. We have not identified the functions formally (e.g. e-books, film cataloging.)
   5. Ability to provide metadata services for faculty-created research
   6. Support GIS to assign metadata to datasets
   7. Obtaining appropriate training as technology needs change. This would involve a) identifying required basic skills b) prioritization of what we needs attention
   8. Provide data assessments on catalog use. This would require having mechanisms for collecting data on user behavior
   9. Be better integrated in what's going on in collections. This will allow us to be more proactive in providing access.
   10. Recognition that we are not embedded with a) other library departments/staff b) other university staff/departments. We need to look for opportunities that will allow collaboration.
   11. Develop an outreach component
   12. The volume of e-resources received and the number of staff needed to handle e-resources is out of balance.

   *12. Need to establish stronger connections/relationships with other library functions

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**January 20, 2011**

1. **Training/Conference requests for this fiscal year (Alicia)** - TechServices requested $14,900 and so far $3574 has been spent. Alicia will send out staff commitments for FY11; please review and contact your supervisor if your plans have changed, so Alicia can monitor this budget.

2. **Web Services Team Report (Alex)** - see Thom Cox's recent e-mail for the link to updates on current activity. With WorldCat Local near activation, there's a test main search screen that can be reviewed. [http://www.library.tufts.edu/tisch/index_wcl.html](http://www.library.tufts.edu/tisch/index_wcl.html)

3. **Cataloging Oversight Team Report (Irina & Marsha)** - there was no meeting. The DPT (Discovery Platform Team) met with the Data Assessment Team to discuss the use of Millennium-generated statistics. The ERM team made two proposals 1) to move from TDNet to Serial Solution 2) to create separate records for print and electronic journals.

4. **Library Management Council Report (Tony)** - minutes have yet to be approved for the last meeting. In the fall for freshman orientation, there will be an open-house on Labor Day Saturday, 9AM to 1PM. In order to make this event successful, we're looking for 10 volunteers to help out. Details will be coming in the time ahead. Non-exempt staff will receive comp time for their participation.

5. **Executive Committee Report (Alicia)** - the latest minutes were reviewed, with questions on the new head of LITS position and the installation of the green power strips.

6. **Technical Services Workflows Discussion - Continued (Alicia)** - We reviewed the gap analysis document; no new items were added. Tony and Marsha will work to group and to reorganize the entries. Next Alicia reviewed a document which explains why we are working on this project and what's driving change in technical services. Finally Alicia presented alternate models for the organization of technical services work. All these documents will be posted for review and will continue to be part of work analysis.
February 15, 2011

1. GIS Students (Alicia) -- Technical Services will oversee students assigned to provide metadata for GIS. Alex, Dana, and Alicia were trained on assigning metadata in GIS. The students will work in the currently vacant cubicles.

2. Web Services Team (Alex via e-mail) -- The team is working on web redesign and plan to use card-sorting to improve navigation. The Team's website is a good source for update information.

3. SST Report (Alicia) -- The library will move from TDnet to Serials Solutions for e-resource management. At the same time, there will be separate records for online and print serials. The project plan needs to be developed for implementation in July. Sequenced global updates will handle most of the changes.

4. COT (Irina) -- Separate records for online and print serials, and the workflow for theses were discussed.

5. Library Management Council (Tony K.) -- Implementation of the team review recommendations will be the main topic on Wednesday.

6. Executive Council (Alicia) -- The recent snow storm forced cancellation of the regular meeting.

7. Workflow discussion (Alicia) -- The discussion focussed on the models, what people think make sense with the models, what we're doing and why (e.g. what umbrella pulls us together to view the workflow), and how everybody is involved in the results of this discussion. 9 models were grouped into three areas: what we manage (or how we manage what we manage), format, and staff. A fourth group was added based on our users needs. Alicia will run scenarios on what use of the models might look like.

March 8, 2011

1. Technical Services Workflows Discussion - Continued (Alicia) -- Alicia presented a workflow scenario around Model 1 to get the discussion going. Our goal is to change our viewpoint to re-organize workflow to accomodate gaps that prevent us from reaching out future desired state. The change will happen organically with the people gathered at this meeting. Each person will be involved, and involved with multiple workflows. Examples on how this will work in practice included the recent experience with changes in video cataloging and the new assignment for entering data in license records. Alternate models were discussed and illustrated how there are constraints either structurally (i.e. p-cards, grade-levels) or with software (i.e. loading records into Millennium), but these do not prevent our use of a model. With the model settled (Model 1), the next steps include assembling working groups with a balance of skills and writing the charges.

2. FY12 Planning document (Alicia) -- Our gap analysis, desired future state, and workflow discussions and conclusions will be the focus for this year's planning document. Submit budget items to Alicia or Tony by April 15th.

3. Web Team (Alex) -- On the library's search screen, OCLC WorldCat comes right after the Tufts catalog option.

4. Sustainability team (Jessica) -- check out the web site http://tischsustainabilityteam.wordpress.com or twitter TuftsTST. Jess reviewed the recycling efforts in place and encouraged participation.

5. COT (Irina) -- The charge was revisited with suggestions to emphasize metadata. It can be viewed on COT's libstaff page

6. ERM (Alicia) -- Migration plans to Serial Solution are under discussion and Irina will be included.

7. SST (Alicia) -- The charges for SST's sub-teams were reviewed by SST.

8. Library Management Council Report (Tony K.) -- The recent survey monkey in support of strategic plan initiatives created discussion concerning validity of the results and the timing long after the Dowling meeting. On the whole, people appreciated the opportunity to provide input, and the discussion demonstrated staff interest in the process and its results.

9. Executive Council (Alicia) -- A number of reminders/announcements a) the 'simple sign-on' will be coming shortly b) the LITS position interview will be held next week c) the Marketing Team was disbanded since Stephanie's participation in the Library Management Council provides communication between the library departments and marketing.

10. NETSL (Alicia) -- last call for registration.

April 12, 2011

1. Web Services Team Report (Alex) -- Overall, the team will begin to review current content of the web pages. As a start, the team worked with ILL to redesign their web information.

2. COT, ERM (Alicia) -- The teams reviewed the Millennium enhancement ballot. Charlotte updated the teams on the impending OCLC holdings batchload. The implementation of separate print/online records for serials was discussed as well; in this process ULTS will have primary responsibility, but TechServices will deal with clean-up.

3. Library Management Council report (Tony K.) -- The Annual Planning Retreat replaces the April meeting. The Retreat details were discussed at the last LMC meeting.

4. Executive Committee (Alicia) -- Thom Cox attended his first meeting as head of LITS. The Committee reviewed the student budget, the FY11 library budget (there is money left), and discussed possible participation with its implications in the OCLC Research Library Group.

5. FY12 Planning retreat Technical Services presentation and FY12 Planning projects (Alicia) -- Alicia presented her powerpoint presentation with accompanying spreadsheet of project costs. Both will be sent out as attachments to an e-mail. Suggestions and comments would be appreciated before April 22.

The presentation builds from the FY11 goals and outlines the current steps we've taken to build within the library strategic plan a technical services desired-future-state, a gap analysis, an organizational model to develop working groups to help us attain our desired-future-state.
6. TechServices Proposed Working Groups discussion (Alicia) -- The proposed assignments to the working groups was discussed and changes were suggested to improve representation and to involve additional staff. While all staff can participate, the balancing act between active participants, future participants, and interested staff will require adjustment over time as charges are development, recommendations made, and activities realized.

May 10, 2011

1. Planning Retreat recap (Alicia) -- Planning documents from other departments referred to collaboration which involve Technical Services, especially in the development of server space, storage, and digitization. Alex will help Music train a Simmons student to catalog the Ritter Collection; Music received a grant for this project. The space redesign for Room 213 has been approved. In addition to Alicia and Tony K., as team leaders Jackie, Jessica, and Tony M. also participated in the retreat. This was the first time that team leaders stayed for the whole morning's presentations (and lunch). Their involvement in the retreat was appreciated. It is hoped that the invitations to team leaders will continue. Department reports are posted on the Acq. bulletin board, and Alicia will send them out.

2. Staff Development Day (Steve) -- The event will be held Thursday June 2 at the Hirsh Library in Boston. There will be a guest speaker to discuss “Mobile Technologies and Libraries”. The announcement is forthcoming and all are encouraged to respond and to participate.

3. Flex Time (Tony K.) -- Summer flex time will begin later this month. Tony K. will send out the guidelines. Please check your schedule and talk your supervisor if you want to participate.

4. ERM update (Alicia) -- Serials Solutions will be our vendor starting July 1, first with our electronic serials.

5. Cataloging and Metadata Services (Alicia) -- This is the new name for the cataloging department. The name better reflects current trends as we move into non-MARC metadata work.

6. IUG Meeting Report (Alicia) -- Specific sessions that Alicia attended included: a) local success in relating libguides to bibliographic records; b) development of "locate this" at Brown to use Google maps to locate libraries and material in the stacks; c) ‘Patron driven acquisitions’--different approaches are being used with implications for collection development policy; d) presentation of different ‘discovery’ systems (including Encore) in use by libraries.

7. Taxonomy for Global Health Website (Dana) -- currently in use at the Global Health Initiative website and well-received. The taxonomy builds on Dana’s previous work in this area to incorporate the greater needs of the website.

8. Material Budget Fiscal Year Close (Tony K.) -- already we are closing down FY11 invoice activity. The last two major purchases provide us with the electronic books from Elsevier and Wiley in specific science areas.

9. Library Management Council report (Tony K.) -- no meeting to report

10. Executive Committee (Alicia) -- The committee finalized and approved the discretionary FY12 budget

11. Student appreciation party (Jackie) -- The May 4th event sponsored by Jackie, Deborah, and Kris was well attended, and capped off the academic year for our student aides.

12. Tufts Distinction Awards Committee (Jackie) -- Kathy Cronin commended, through Jo-Ann Michalak, Tony M.’s team participation this year. Watch for the winners’ announcements.

13. Tech Services Proposed Working Groups Discussion (Alicia) -- Meeting times are being set for the various working groups. Team charges will be set at the first meeting, before discussions about work begin.

July 12, 2011

1. Web Services/Web Developer Search update (Alex) -- There will be 2 rounds of interviews to select the candidate with the appropriate skill set, suitable for our culture, and in-line with library future directions. The new person will have responsibility for the web site redesign.

2. ERM Serials Solutions Migration (Alicia) -- The main load from Serials Solutions went well; there will be an additional gap load to cover problem titles and any that were skipped in the initial load. Clean up tasks include re-working existing hybrid bib. records (where print & online were combined), re-setting resource records consistent with Serials Solutions precedent, linking order records correctly, and establishing workflow for the Serials Solutions update cycle.

3. Material Budget Fiscal Year Close (Tony) -- The year closed with the budget the material budget overspent by $5000. Now is the time gather annual statistics so that we can officially close out FY11.

4. COT/DPT Update (Irina/Marsha) -- A number of policy changes are under discussion. Bib/item records related to missing/billed items will be suppressed to maintain billing information. LTI will convert existing genre heading fields to new LC standards. When a print bib. record has an 856 link to free access, a new bib. record will be created for the electronic format. An OCLC reclamation may be requested by Charlotte to add local/edited bibliographic information.

5. Working Groups update (Alicia) -- the draft charges are available on the department wiki under Workflow Documentation

6. Local Name Authority creation project/NACO application (Marsha) -- Marsha reported on her project to provide authority records for Tufts academic departments. Department name changes have not been documented and can lead to confusion since official names, assumed names, and made-up names appear on theses/dissertations. Clear authority records will help department understand their history and will help reference staff direct research questions. We have applied to NACO to train on authority records and then to load our records into the OCLC database.

7. Student work (Alicia) - Students will be used to help re-house pamphlet collections found in Special Collections.

August 30, 2011
1. **General Announcements (Alicia)**

   a) New Director - Laura Wood will hold an all-staff meeting on Sept. 6 (11AM). If you have questions for her, please ask.

   b) FY12 individual goals should be ready and job descriptions should be reviewed for accuracy. The job description (rev. 11/09) is available on the HR website.

   c) Class of 2015 library open house will be held this week-end; and Alicia will participate.

   d) People expressed concern with the lack of cooperation from library staff to maintain common areas. The pantry sink continually needs to be dried, coffee spillage cleaned-up, dishes and utensils left in the sink, and let's not forget the staff rest rooms. (’nuf said)

2. **LMC update (Tony K.)** - Eliot Wilczek provided a document (attached to the latest LMC minutes) to guide the library in its determination of what library activity materials should be forwarded to archives.

3. **LIBSTAFF (Alicia)** - We'll be looking at LIBSTAFF (the ULTS supported web site) as the site for TechServices policies/procedures. Charlotte can provide a tutorial to initiate us to the site’s features and capabilities.

4. **DPT/Web Services update (Alex)** - The newly hired web staff person, Kate, is eagerly anticipated. The student scholar has worked to update description information; pamphlets are being reviewed and sorted for collection level cataloging; presentation of the Floyd slide collection is complete and available for viewing; a Special Collections inventory is in progress.

5. **NACO update (Marsha)** - The Name Authority Cooperative Program, run by Library of Congress, allows participants to enter authority records into OCLC. Training will be held at Tufts, with people coming from other libraries.

6. **Working Groups updates (Alicia)** - Most working groups have met and developed their charges to review workflow, identify gaps, and plan for integrating new assignments with existing work.

7. **Podcasts by Eli Neiburger** were viewed. They explored issues with the transition to ebooks and what can be learned from past paradigm shifts. (http://www.youtube.com/watch?v=KqAwj5ssU2c and http://www.youtube.com/watch?v=bd0IiKVslJg)

September 13, 2011?