Collection Development for Academic Libraries: Tenth Seminar

The Studio, Birmingham, Wednesday 15th May 2019

Streamlining and Futureproofing your Collection
#NAGcd10

Paper 1: David Morgan and Amy Stubbing (Royal Holloway, University of London)

Collection Cartography: mapping materials, users, and research at Royal Holloway

In 2018 Library Services at Royal Holloway, University of London, conducted a collection mapping exercise with the aim of understanding the content of our print collections, identifying areas of strength and mapping how the collections support teaching and research in the College. Long term this work will input into wider collection mapping within the University of London potentially creating a collection map of all collaborating partners and identifying areas of uniqueness.

David has over 10 years' experience working in various roles in public and academic libraries, including as an assistant, supervisor, manager, and volunteer. From 2015 to 2017 he was Collections Project Coordinator at Royal Holloway, University of London, delivering stock related projects in preparation for the move to the College's new library building and coordinating the stock migration. He is currently Metadata, Discovery, and Analytics Coordinator at Royal Holloway. David's professional interests include collection management, project management, and the use of library data to drive and inform decision making.

Amy is currently the Customer Services Manager at University of Westminster for their Harrow library (maternity cover). From 2016 to early 2019 she was the Customer Care (Collections) Coordinator at Royal Holloway, University of London where she was responsible for stock management and data collection processes within the customer services team. She is a qualified professional and has over 5 years' experience in a variety of library settings, focusing largely on customer services, collection management, and data collection for service development.

Paper 2: Lisa McFarlane and Maggie Sarjantson (University of Hull)

Creating the Teaching Reserve: space, time, and collaborative working

Within a finite space we are managing the conflicting pressures of a changing academic portfolio, legacy collections and demands for more study places. The refurbishment reduced shelving capacity, and there is no off-site storage. The Teaching Reserve was created as part of our collection management plan to streamline and future-proof collections, and release space. It is the successful outcome of collaborative working across three teams within the Library.

Lisa joined the library in 2001 as a part time shelver. By 2015 she was the Collections Administrator and was very involved in the redevelopment of the library regarding the collections. A major part of that was she planned the logistics of moving a million items, some more than once. In 2015 Lisa

became the Operations Manager (Collections) where she line manages the acquisitions, eResources, finance, digitisation and ILL staff.

Maggie has over 25 years' experience of working in HE libraries, working variously in academic liaison, acquisitions, and collection development. As Collections Development Manager she line-manages a team responsible for academic engagement, the Library Grant, metadata and classification, and performance and usage data.

Paper 3: Jane Faux and Janet Smith (Newman University)

<u>Finding the recipe for success: streamlining a journals collection</u>

In 2017 we undertook a journal review that lasted two years. Key objectives from the project were making efficiencies in staff time, and reviewing financial expenditure in our resources budget. Over the course of their lifespan, print subscriptions had been upgraded to combined print & E as these became available. New subscriptions were added for new and expanding subject areas. Few subscriptions were cancelled, and others became locked in to publisher big deals. Management and administration of the collection, rather than the pressures of physical space, had grown to unsustainable levels.

Our review commenced with a literature review of existing methodologies, and consultation with colleagues in other institutions on best practice and lessons learned. The scope of our review encompassed analysing usage of our online journals, and developing a method of print journal usage monitoring.

Phase one of the review was completed at the end of 2017, when we moved a substantial number of our print and combined subscriptions to online only. For phase two we revised the streamlining process itself, presenting decision-makers with a range of options, to nudge participants towards conclusive decisions. Detailed analysis of online usage statistics continued throughout 2018. At the end of phase two, the data enabled us to make choices around which subscriptions to cancel and retain.

In this paper, we will address:

·   How we were required to develop an understanding of journal usage statistics in a compressed time period, and how we applied that understanding to our methodology

·   The various challenges presented to us throughout the review, such as changing library priorities

·   How the review met our key objectives

·   How going forward we will incorporate the methodologies employed in the review as part of our Business As Usual processes

Jane has worked at Newman University Library for 12 years, firstly as a Liaison Librarian and since 2015 as Technical Services Librarian. During this time she has implemented projects to streamline both book and journal acquisitions processes. She enjoys working 'behind the scenes' to deliver incremental improvements to the library user experience. Jane has previously worked in FE and NHS libraries.

Janet's career has encompassed various library environments: public: FE and HE; 12 years as a Records Manager in an investment bank in Canary Wharf; and a couple of years working for a consultancy delivering records management services. Following a re-location to Birmingham in 2002, she joined the Newman University library team in a combined liaison, systems and eresources role. Since a library restructure in 2015 she leads a (small, but perfectly formed) team which supports the following library functions: acquisitions, circulation, document supply including inter-library loans and a digitisation service, eresources and library systems.

Workshop: Graham Stone (JISC Collections) and Sarah Thompson (University of York)

<u>Mainstreaming open e-books: transforming culture, services and practices to acquire open?</u>

'Open' is not yet embedded into the culture, workflows and practices of the book acquisition process. This workshop will introduce some of the issues and challenges with the discovery, selection, acquisition and management of open e-book content.

Participants will be encouraged to consider, discuss and share best practice for the following questions:

•   If we were to redesign our libraries around the premise of open rather than closed content, how would the library supply chain support open content?

•   How do we drive our own 'transition' of culture, processes and services so that they're built around open?

•   How do we rethink how we demonstrate value for money for resources invested in open?

The workshop will also ask participants about current practices, for example whether open e-book content is included in library collection management and development policies, so that open content is selected and acquired in the same way as purchased or subscribed, or whether the discovery of open material is prioritised over purchased.

Responses will be collated and made available in order to facilitate further discussion within the community and to allow delegates to take away practical ideas to effect change within their own libraries.

Dr Graham Stone is senior research manager at Jisc Collections, leading evidence-based research for the team. Previously managing library resources budgets, OA services and the University of Huddersfield Press, Graham co-authors TERMS (Techniques in E-Resources Management) and received a professional doctorate in 2017 for research on New University Press publishing.

Sarah Thompson is Head of Collections Services at the University of York Library. She is responsible for the teams who acquire, catalogue and make available print and electronic information resources, as well the budgets associated with acquiring those resources and the technology that underpins their management and discovery. She participates in a number of different national and international consortia groups and publisher and supplier advisory boards.

Paper 4: Fiona Hughes (Manchester Metropolitan University)

<u>Planning for what you don't want to happen: The Library & Special Collections Emergency Management and Salvage Plan at Manchester Metropolitan University.</u>

Manchester Metropolitan University Library and Special Collections have had an emergency management plan since the early 1990s by 2016 it was in its 14th edition. A flood in the archive store in Special Collections and attending a University Business Continuity Workshop were the triggers for a brand new Emergency Plan to be written for the University Library and Special Collections.

Fiona has worked for Manchester Metropolitan University for 28 years in a variety of roles and has been a member of the Library Management Team since 2005. In 2017 she became responsible for delivering library services to the Arts & Humanities Faculty and managing the University's Special Collections, her new responsibilities included updating the Library Emergency Management Plan.

Paper 5: Chris Senior (University of Leeds)

Streamlined Collection Management using Categorisation: The Leeds Method and Practice

An account of the internally developed systematic process to implement the concept of library collection categorisation as first launched by Leeds University Library in 2008. How did a relatively small team of staff (operating through organisational change, amidst a series of major library building and refurbishment projects) assess and categorise the strengths of a large research library that holds stock in practically all subject areas?

What was our approach? What worked? What didn't? What lessons have been learned? What remains to be done? What next for practical in-house CDM activities at Leeds, and perhaps more tellingly how might Leeds local decisions and ongoing operational work help inform or support a new retention approach for monographs across the wider UK research community?

Since the early 2000's Chris has worked at Leeds University under numerous job-title variations of 'library collection project manager'. In CDM areas he's helped address space crises, supported building refurbishment, new builds, site closures and special collections activity while contributing to overall strategic and operational stock planning ranging from service growth projections down to overhauling donations policies. A particularly valuable part of Chris's work is through his long-standing involvement with the White Rose Consortium chiefly through a series of collaborative collection initiatives.

Paper 6: Robin Armstrong-Viner, Sarah Field and Jonathan Allen (University of Kent)

Towards Integrated Physical & Digital Collection Management.

This paper will explore how we are achieving our vision of integrated physical and digital collection management from 2020 to ensure the University of Kent's library collections continue to reflect our customers' learning and research needs by:

- Establishing a shared understanding of what we mean by integrated physical and digital collection management.

- Identifying our practices to develop and manage the collections and enhance our academic Schools' engagement with those collections, to benefit education, research and engagement.

- Ensuring that we have the skills to identify and analyse data to support decision-making and the access to the technologies to generate and manipulate that data.

- Building a culture where colleagues, working across teams and at all levels, view the collections holistically and are able to come together to make and action collection management decisions appropriately.

Jon Allen, Robin Armstrong Viner and Sarah Field represent the front of house, technical services and subject teams (and the supervisors, managers and librarians) respectively engaged with scoping, enabling and implementing integrated physical and digital collection management. With very different backgrounds and lengths of service within Information Services, the University of Kent's converged IT and library service, they hold different perspectives and insights into how we can we will achieve a truly flexible approach to collection management driven by customer need.