Slide 1

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Building a Cross-Institutional Infrastructure for Technical Services: The OhioLINK CollaboraTeS Project

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Slide 2

Reinventing OhioLINK 2006-2009

- After 20 years OhioLINK reassessed its model in light of economic, technological and global issues

- Priority service areas identified:
  - Improve our electronic information delivery systems to connect users to needed information effectively
  - Optimize content availability statewide with sustainable economic models

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More Priority Service Areas

- Look as broadly as possible across all operations to be more effective and more efficient. Use group action if it ensures a highly effective and efficient outcome

- Maximize our resources, efficiency and effectiveness to the state through efforts to obtain grants and leverage our resources and grant possibilities through partnerships with Ohio public and school libraries, public agencies and business

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How did CollaboraTeS Emerge?

OhioLINK vision assessment in 2007

Increase the cost-effectiveness of the USO college and university libraries by collaboratively and collectively managing the growing physical & electronic collections

- Minimizing the long-term capital and operating costs of storing, preserving and providing improved access to current and future library materials
- Implementing centrally new software tools for information management and access that can be shared and utilized at all campuses
- Coordinating library operations across Ohio to expand cost efficiencies and savings
- Collaborating with other Ohio information dependent groups (e.g. public libraries, K-12, and business incubators) to enhance the quality of education, research, and economic development beyond OhioLINK's core constituencies

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DMSC Taskforces
(Database Management & Standards Committee)

- Metadata strategies for the contemporary consortia environment

- Group Technical Services Activities

- Central Catalog Changes

- Transforming access to Library Services

- EAD archival documents repository

- Coordinated Depositories

- Statewide Electronic Requesting and Delivery of ILL Paper Article Requests

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At About the Same Time…

- DMSC was discussing reports from the field (e.g. Calhoun's *The Changing Nature of the Catalog…*)

- Trying to discern the meaning and impact of "reinventing OhioLINK"

- Defining concepts we believed should be addressed in "reinventing OhioLINK"

- Overall, it was a time of uncertainty

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Reinventing DMSC

- From various taskforce reports, DMSC identified important technical services activities -- DMSC Action Plan (June 2008)

- Among the initiatives (that we could do something about):
  - o Create an Ohio NACO Funnel
  - o Identify cataloging resources in OhioLINK

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Group Technical Services

- Definition: Aggregating or centralizing technical services activities

- Based on the charge for Group Technical Services, demonstration projects were needed

- "Coalition of the Willing" or "Group TS2" A self-selected group of OhioLINK libraries examining how a cooperative technical services operation can be put in place as soon as practical.

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Projects

- Music scores cataloging (Cleveland State, YSU)

- CJK and Arabic cataloging (Univ. of Cincinnati and Cleveland State, OSU)

- GOBI / PromptCat / Millennium workflow consultation (Belmont, Univ. of Akron)

- Original cataloging (Denison/Kenyon, BGSU) (WSU, Univ. of Dayton)

- Special collections cataloging (Univ. of Dayton, OSU)

- Electronic record loading and authority control assistance (Belmont, YSU)

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Recommendations: Expertise

- Technical Services personnel have expert knowledge of how metadata describing local and OhioLINK collections are encoded in the online catalog. This knowledge is essential when assessing options for improving public access for local constituent groups. It also is critical when there is a need to extract reports from the catalog to support local and cooperative collection development and management activities.

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Recommendations

- Use technology to enable new models of collaboration that coordinate expertise *virtually for greater efficiency without requiring physical relocation of expertise away* from local sites. For example, virtual statewide or regional hubs could be formed to handle certain functions, formats, languages, or subject areas (a hub being defined as a concentration of expertise and capacity). There could be hybrid models for some types of work as well, with certain physical sites coordinating virtually with experts around the state.

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Recommendations

- The composition of the hubs must be flexible to accommodate changes that affect the availability of expertise and capacity at OhioLINK sites.

- To realize the greatest benefit from such new collaborative arrangements, an individual or group (e.g., DMSC) should be given responsibility for facilitating their establishment and for coordinating and supporting them on an ongoing basis.

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Recommendations

- Use the data from the recent DMSC survey of catalog expertise to identify needed hubs related to cataloging and potential participants.

- Create and share documentation of the various methods used by GTS2 pilot participants for one site to accomplish cataloging for another site (e.g., for setting OCLC holdings, transferring catalog source information and completed records, receiving compensation, etc.)

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CollaboraTeS Project

- Inventory of technical services expertise in OhioLINK libraries

- Brief analysis of results

- The OhioLINK Working Groups

- CollaboraTeS Exercise

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Initial CollaboraTeS Inventory

- Inventory technical services expertise

- Institutional willingness to share / barter / contract that expertise

- Nature of work needed

- Does the nature of the institution matter?

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Timeline

- Oct 2008. Charged to create inventory
- Nov 2008—April 2009. Worked to design survey instrument. Tested survey instrument
- May 2009. Released survey to OhioLINK libraries
- Aug 2009. Submitted preliminary results to DMSC
- Nov 2009. CollaboraTeS spreadsheet is up on OhioLINK Web page

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Surveyed for Expertise in

- Languages
- Resource formats (DVDs, e-books, etc.)
- Cataloging schema and metadata standards
- Technologies
- OCLC products and services
- Participation in PCC programs

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Who Responded to the Survey?

- Sent survey to 95 institutions

- Received 41 responses

- 43.16% response rate

- 31.58% participation rate in the online tool

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OhioLINK Libraries that have Language Expertise

- 19 institutions indicated they had language expertise in 33 languages
- 75 language entries in total
  - 24% of these were one-offs (18)

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OhioLINK Libraries that Need Language Expertise

- 15 institutions indicated they needed language expertise in 24 languages
- 47 language entries in total
- 11% of those who reported needing specific language expertise areas only needed transliteration. 9% needed complete cataloging

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Which Languages are Needed?

Language	Needed By
Arabic	6
Chinese & CJK	5
Indic languages	4
African and Slavic	3
Greek, Japanese and Nordic	2

15 other languages needed by at least 1 library

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OhioLINK Libraries with Format and Schema Expertise

- 34 institutions indicated they had format and schema expertise in 49 areas
- 454 format and schema entries in total
- Admitted expertise in the 29 areas we asked about plus an additional 20 areas

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Most Frequent Format / Schema

- Print Monographs – 31
- Print Continuing Resources – 24
- Videorecordings – 23
- Ebooks – 22
- Electronic Continuing Resources – 20
- LC Classification – 20
- LCSH subject analysis – 20

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Need Format and Schema Expertise

- 14 institutions indicated they needed format and schema expertise in 30 areas
- 59 format and schema entries in total
- 1 institution indicated it needed help with 23 different formats and schemas

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OhioLINK Libraries that had Subject Expertise

- 17 institutions indicated they had subject expertise in 27 subject areas
- 43 subject entries in total

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OhioLINK Libraries that have Technological Expertise

- 23 institutions indicated they had technological expertise in 10 areas
- 100 technological entries in total

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Need Technological Expertise

- 8 institutions indicated that they needed expertise in 10 unique technological areas
- 19 technological expertise entries in total
- Knowledge of ERM management and the use of Perl Scripts were most needed

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OhioLINK Libraries that Have Experience with OCLC Products and Services

- 19 institutions indicated they had expertise with 8 OCLC products and services
- 35 OCLC products and services entries in total

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Need OCLC Products and Services Expertise

- 6 institutions indicated they needed expertise with 4 OCLC products and services
- 13 OCLC product and service entries in total

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Overall Willingness to Share

Area	Willing to Barter / Share	Willing to do on Contract	Not Willing to Share
Languages	45%	16%	39%
Format / Schema	16%	10%	74%
Subjects	37%	14%	49%
Technologies	18%	5%	77%
OCLC Products	43%	9%	49%

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Some Things Easier to Share

- Reluctance to take on other people's work if you're under the threat of being downsized
- Comfort levels for in-house versus do work for others
- What role do local practices play?
- Technology
- Everyone outsources something

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Some findings

- That more libraries admitted to having expertise than admitted to needing it
- Libraries having expertise were more willing to share or barter than were willing to do work on contract
- That smaller libraries also offered expertise
- Hard to say if collectively OhioLINK libraries had expertise in all areas

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OhioLINK Libraries and CollaboraTeS

- Foster collaboration among OhioLINK technical services departments

- Provide a set of supportive tools
  - o Inventory of technical services expertise
  - o Project models
  - o Cost models
  - o Memorandums of understanding

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Using the CollaboraTeS Web Page to Identify…

- Libraries that have expertise that is lacked locally
- Libraries that need expertise that is available locally
- Contact information
- Other supportive tools
- Links to research on other collaborations

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http://platinum.ohiolink.edu/dms/collaborate/collaborates.htm
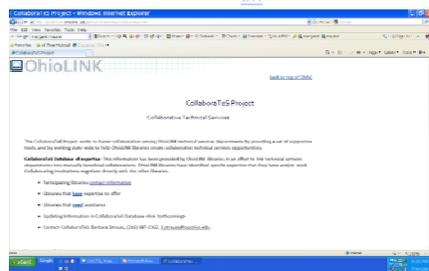
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CollaboraTeS Working Groups

- Collaborates Technical Working Group

- Collaborates Marketing Working Group

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CollaboraTeS Group Exercise

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Questions?

http://www.personal.kent.edu/~mbmaurer/BuildingaCross-Institutional.html

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