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Department of Technical Services, Review of Goals and Priorities (2002)

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DEPT. OF TECHNICAL SERVICES
REVIEW OF GOALS AND PRIORITIES

In the Spring 2002, the Units of the Dept. of Technical Services conducted a review of our mission, goals, objectives, priorities and workload. The Units consulted previous relevant reviews, looked at current workflow, identified present staff vacancies, and prognosticated as best we could on future trends. All staff fully participated in the discussions at unit-wide meetings, and at a full departmental meeting, where a number of drafts were developed, revised and subsequently approved. The Department will use this document as a constant reminder of where we should concentrate our limited resources as we serve the Library and the University community. Thanks to all techservers for their help in creating this present view of our goals and priorities. WTO'M May 1, 2002.

I. MACC Unit

The overall goals of the Monographic Acquisitions/Copy Cataloging Unit are:

To order, receive, process payment for, input bibliographic and item records for, and label new and gift monographic acquisitions.

A. Short-term goals/priorities:

1. Place all authorized book orders within one week of receipt.
2. Process all books received from mailroom within two days of receipt.
3. Authorize all invoices for payment within one day of #2.
4. Catalog all volumes received within four days of receipt from #2.
5. Incorporate inventory process into daily work schedules.

B. Intermediate goals/priorities:

1. Run monthly lists to keep order records and item records statuses current.
2. Check status of standing orders.
3. Run lists to delete old order records from system.
4. Clean up/reconcile problems with records in the database.
5. Provide monthly updates on budget regarding expenditures and encumbrances.

C. Long-term goals/priorities:

1. Upgrade all computers in the Unit to support Millennium Software.
2. Provide all staff with appropriate training for various Millennium modules.
3. Cross train Library Technicians to perform all job functions necessary in MACC Unit.
4. Revise Unit procedures to reflect technological and processing changes.
5. Complete inventory and analyze results from the project.
6. Develop standardized process for submission of orders by Subject Selectors.

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II. CATALOGING Unit

The overall goals of the Cataloging Unit are:

To create full MARC records according to AACR-2R; to assign Library of Congress classification numbers and subject headings (LCSH) to each bibliographical record; to ensure all bibliographical records are made available to the users through our online cataloging system (*HELIN*).

A. Short-term Goals/Priorities

1. Catalog and classify all current monograph acquisitions for the URI Libraries with non-DLC or problem DLC records. (These items are identified by the MACC Unit);
2. Catalog and classify all serial titles;
3. Revise serial titles that have changed (e.g. continued by; discontinued publication; merged; split; etc.)
4. Catalog and classify all Pell and CCE library materials;
5. Maintain the HELIN OPAC by:
   a. Taking constant and continual care to represent quality records in the system;
   b. Creating, deleting and updating all records of the University libraries;
   c. Updating the item records by adding barcodes to collections that were cataloged prior to our automated cataloging system;
   d. Changing "location" and "status" fields to reflect the current state of the item.
   e. Replacing "Fly" and "Short' records with the proper, full MARC records;
   f. Linking several bibliographic and item records when necessary;
   g. Deleting the University libraries records from both HELIN and OCLC holdings when they are withdrawn or declared missing.
   h. Updating all records if other HELIN libraries still hold after our withdrawal.

B. Intermediate Goals/Priorities:

1. Catalog and classify gift books that have non-DLC records or need original bibliographical records;
2. Catalog media materials such as DVD, VHS, CD, etc.;
3. Catalog microform/microfiche collections;
4. Perform original cataloging and classification of monograph and serial titles in all formats - prints and non-prints;
5. Perform original cataloging and classification of Pell and CCE materials;
6. Perform original cataloging and classification of URI Theses and Dissertations;
7. Perform original cataloging and classify current/retrospective materials acquired by the Special Collections Unit;
8. Catalog government publications acquired prior to 1987 both monograph and serial titles. (Technical reports, EPA reports, Coastal reports, etc.);
9. Catalog state publications, monographs and serials.

C. Long-Term Goals/Priorities:

1. Provide upgraded computers in the Cataloging Unit to support Millennium

Cataloging Software;
2. Provide Windows XP for OCLC procedures;
3. Provide appropriate training to the staff for every change of a technical nature, especially with the advent of Millennium;
4. Fill staff vacancies, especially that of the Technological Assistant (held by Pauline Moulson) and to restore training and interface with HELIN, OCLC and ever increasing software upgrades.

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III. SERIALS UNIT

The overall goals of the Serials Unit are:

To order, receive, process payment, and bind all serials for the Kingston Library, and to physically process and mend all items for the Kingston Library.

<u>Process/Mending/Binding:</u>

A. Short-term goals/priorities:

1. Process all volumes and other materials received in the area within 48 hours.
2. Review all volumes sent for Mending within 48 hours, and route appropriate items to Binding.
3. Gather for binding completed serial volumes on a daily basis.

B. Intermediate goals/priorities:

1. Mend all volumes within 6 months, and review volumes which can not be appropriately mended for other preservation work or possible discard.
2. Temp. bind incomplete on intermittent basis.
3. Monitor, with Circ. And MACC, the processes for rebinding and mending.
4. Maintain monthly statistics.

C. Long-term goals/priorities:

1. Review the waiting period on temp. bind decision.
2. Review availability of out-sourcing difficult mending.
3. Review decision on Class A binding for titles we will continue to receive in print.

<u>Serials database Maintenance and Checkin:</u>

A. Short-term goals/priorities:

1. Checkin all issues within 24 hours [priority to Reference items].
2. Process all orders for new titles when approved by Collection Management.
3. Process all title changes when identified.
4. Make claims daily when identified.

B. Intermediate goals/priorities:

1. Identify titles that have stopped coming for a monthly claim cycle.
2. Examine problem records and resolve inconsistencies on a monthly basis.
3. Maintain monthly statistics.

C. Long-term goals/priorities:

1. Implement Millenium Acquisitions.
2. Review and resolve delays in receipt from Central Mailing.
3. Review problems resulting from incorrect or multiple ISSNs.
4. Review problems in processing title pages/contents pages, indexes and supplements/

IV. ELECTRONIC RESOURCES

The overall goals of the Electronic Resources Unit are:

To coordinate, within the Department, all activities which control electronic resources.

A. Short term goals/priorities:

1. Coordinate all questions concerning e-resources within the Department.
2. Liaison between Library and Vendor/Publishers/Consortia.

B. Intermediate goals/priorities:

1. Maintain working relationship with HELIN [including questions of access to aggregators and other products].
2. Develop policies and procedures for adding database-provided-serials to the OPAC.
3. Develop procedures for statistically tracking electronic resources use.
4. Develop procedures for creating and maintaining Departmental web pages.

C. Long term goals/priorities:

1. Create a manual for the position of e-resources librarian.
2. Develop, in conjunction with HELIN, a system of URL authentication.
3. Continually review the changing electronic milieu and the Library's interfaces within it.

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