

Technical Services

Technical Services Reports and Statistics

University of Rhode Island

Year 2009

Serials Unit Annual Report 2008-2009

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Serials Unit Annual Report 2008-2009

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Personnel

Retirements

The Serials Unit began the year in July 2008 with four full-time staff members:

- Pauline Contois (Information Services Technician I)
- Marjorie Jackson (Librarian)
- Dianne Preble (Information Services Technician II)
- Paula Thompson (Information Services Technician I)

Changes in the State's rules for retirement eligibility and retiree health care benefits lead to two retirements before the end of September 2008:

Jackson retired effective July 30, 2008.

Preble retired effective September 26, 2008.

The responsibilities of Jackson and Preble were divided between the remaining two staff members, Contois and Thompson, and for the majority of the year, the Unit ran with two staff. The cancellation of a large number of print journals, effective January 2009, helped to ease the workload somewhat. Most mending and repair activities were outsourced to Ridley's Book Bindery.

Effective June 26, 2009, Thompson retired.

The Serials Unit ended the year in June 2009 with one staff member remaining: Contois. Contois was granted six hours a week overtime until the Thomson position was filled. In July 2009, Sarah Bannister agreed to transfer to the newly re-constituted Acquisitions Unit in Technical Services to fill the Thompson position, as Reserves services were being consolidated under Circulation. Bannister is set to begin on or before October 1, 2009.

Rearrangement of work space

After Jackson's retirement, Contois' desk was moved to the end of the hall (Rm. 267a) next to Thompson's. This move consolidated serials operations and created more space for MACC, which was needed after Anne Lisi was hired in early 2008 and the MACC work area (in Rm. 267) needed to accommodate three staff.

Extended absence of Thompson

On December 12, 2008, Paula Thompson fractured her foot and badly sprained her ankle on her day off. She was on sick leave from December 14, 2008 through January 29, 2009. On February 1, 2009,

Thompson returned to work on reduced hours, and on February 26, 2009, she resumed her regular schedule. During Thompson's absence, Pauline Contois was able to keep up with Thompson's serials check-in, invoice payments, and supervision of processing work while continuing to manage binding operations. Of course, we fell behind on some tasks, but overall the Unit continued to function smoothly.

Student workers

During 2008/09, the following students worked for the Serials Unit:

- Jennifer Cullen (binding & processing)
- Anthony DeLuise (processing)
- Ronnie Jackson (processing)
- Natalie Pike (processing)
- Lisa Richter [grad. student] (annuals check-in, labels, binding procedures)
- Christina Vicinanza (binding & processing)
- Lorraine Winthrop (binding & processing)
- Stephanie Witz (processing)
- Laura Wrath (processing)

The total student hours worked during the year was **960.03 hours**, which averages about 18.5 hours a week. This is up from 736.18 for FY08 (which was low due to Contois' extended absence).

The total Serials Unit student expenditures for FY09 totaled **\$6,315.87**, from a total allocation of \$7,000.

Work of the Unit

With the retirements of Jackson and Preble, the work of the Serials Unit was divided between Contois and Thompson in October 2008. All activities were assigned a priority from 1 to 3 to assist staff members in rationing their time. Responsibilities were divided as follows:

Contois

- Student workers (hiring, training, managing, tracking budget)
- Unit statistics (updating spreadsheet, making sure each month's data is recorded)
- Non-EBSCO invoices (vetting, posting, and processing, vendor contact as needed)
- Binding of library materials (journals, reference material, special collections material)
- Binding of non-library materials (assisting other departments on campus)
- Canceled titles (closing out checkin records, deleting card, removing shelf labels)
- Gifts of old volumes (sorting, adding to catalog)
- Quality control (e.g. creating lists of titles in CPR, do-not-bind titles, titles canceled, current subscriptions by fund code, etc.)

- Discarding issues in CPR of “do not bind” titles and titles received in microfilm
- Missing issue searches (searching for missing issues before sending volume to bindery)
- Mending (coordinating, sending out)
- Withdrawal of serials from collection (liaison with cataloging re bib record, deleting holdings)
- Liaison with Circulation (on mending, space needed in Current Periodicals Area, titles still being bound, withdrawals, etc.)

Thompson

- Opening and distributing Serials Unit mail
- Student workers (hiring, training, managing, tracking budget)
- Unit statistics (updating spreadsheet, making sure each month’s data is recorded)
- Checkin of current periodicals (including reference material, annuals, govt. pubs)
- EBSCO invoices (vetting, posting, and processing, vendor contact as needed)
- Processing of new books and materials (property stamps, tattle-tapes, label protectors, delivery)
- Processing of daily newspapers
- Title changes (liaison with cataloging to get new bib record; adding checkin, transferring order)
- Claiming missing issues of current periodicals
- Compiling of usage statistics for Reference Databases
- Mystery titles (subscriptions? Title changes? Misdelivery? Solicitations?)
- Inventory of processing supplies (reorder as needed)
- Quality control (e.g. creating lists of titles in CPR, do-not-bind titles, titles canceled, current subscriptions by fund code, etc.)
- Mending (in-house)
- Processing of special materials (pockets for CDs and maps; “binding” of pamphlets, sheet music)
- Tip-ins (missing pages, errata pages)

Graduate student assistant

After the retirements, we also hired a G.S.L.I.S. graduate student to assist with higher-level work. Lisa Richter checked in annuals, printed labels as needed, and processed government publications. She assisted in the development of a “processing slip” to be placed in all government publications sent to processing which indicates exactly what needs to be done to each item. Richter also worked closely with Contois to draft detailed procedures for each step of the binding process.

Cataloging helps with labels

Before Jackson’s retirement, Serials/Processing created labels for all items cataloged by the Cataloging Unit (in addition to some Govt. Pubs., annuals, re-labels, etc.). This procedure was inefficient, as it required that the item record for a book be retrieved a second time after the item was created. After Jackson retired, a label printer was purchased for Librarian Michael Cerbo of the Cataloging Unit, who catalogs a large volume of material. He now creates labels as he catalogs, just as the MACC Unit does. This has greatly cut down on the amount of label making required of Serials/Processing.

Work not done

With such diminished levels of staffing, there was some work that did not get done, particularly involving the management of e-resources. During Preble's time in the Unit, a procedure was developed to annually verify access to electronic databases and journals subscribed through the HELIN Consortium. This has been put on hold. Unit Head Rathemacher planned to develop a similar procedure for verifying access to online journals subscribed through EBSCO, but due to demands on her time and lack of staff, such a procedure was not implemented. Thompson continued to gather usage statistics for Reference databases, but the final statistics for FY08 and FY09 have not been finalized or distributed. Finally, collection of usage statistics for online journals is at a standstill. A three-year subscription to Serials Solutions' 360Counter product was purchased in November 2008, and Rathemacher did some initial uploading of COUNTER-compliant usage data. However, she was unable to complete the uploading process or to generate any usage reports because of her increased administrative responsibilities, more direct supervision of staff, and the time demands of membership in the Faculty Senate Executive Committee during 2008-09.

The total amount spent by the University Library in Kingston on serials during FY09 was approximately \$2.5 million. Of this, only about \$209,000 (8%) was spent on print and microform titles, while close to \$2.26 million (92%) was spent on online journals and databases. Staffing is now at such a low level that 100% of Serials Unit staff time is spent managing only 8% of our subscriptions. The other 92% of subscriptions are managed exclusively by the Head of Serials and/or neglected. This is unsustainable. It is essential that more staff be hired and trained to work with e-resources, which now comprise the majority of our acquisitions.

Binding

FY09 marked the first year of a three-year Master Price Agreement between the State of Rhode Island and Ridley's Book Bindery of Ithaca, NY.

Our binding budget for FY09 was \$17,500. This was much less than our budget of FY08 (\$25,000), but more than we actually spent in FY08 (\$16,025). The volume of journals we bind has declined and will continue to do so in FY10 due to the large cancellation of print journals in 2009. It is notable that the number of journals bound in FY09 declined relative to FY08 despite the fact that in FY08 Contois had an extended sick leave during which all binding of journals stopped.

Some other notable changes:

- Binding of Reference materials was up in FY09, as Contois and Mimi Keefe worked to bind and remove from Reference serial titles that were canceled in 2008 and 2009.
- Binding of monographs (repairs) was way up in FY09. After Jackson's retirement, Contois assumed responsibility for repairs. We decided to send all items whose bindings needed repair to Ridley's when possible instead of performing repairs in-house. Contois worked with Circulation to clear up a large backlog of books waiting for repair. Books in need of repair are now sent to Ridley's on a regular basis, as they are identified.

- Binding of non-library materials was also up in FY09. This is due primarily to a significant increase in volumes from the College of Nursing (378 of the 534 non-library volumes). Nursing had resumed sending materials for binding after a hiatus.

	Appropriation	Expenditure	Percent Spent
Binding budget for FY09	\$17,500	\$17,890.50	102.2%

	FY08	FY09	Percent change
Volumes added by binding	2,370	2,414	1.9%

Volumes sent for binding	FY08	FY09	Percent change
Journals	1,665	1,524	-8.5%
Reference	16	49	206.3%
Govt. Pubs.	390	364	-6.7%
Special Collections	410	457	11.5%
Monographs (repair)	70	594	748.6%
Free repairs	1	4	300.0%
Non-library	289	534	84.8%
TOTAL	2,841	3,526	24.1%

In the past few years, as the number of journals bound has declined, the Serials Unit has worked with other Library units to take on some of the work of preparing materials from these units for binding.

- Govt Pubs: Govt Pubs pulls items to be bound and sends them on a book truck to the Serials Unit. The Serials Unit prepares the binding slip and boxes them.
- Reference: Reference and Contois have been working together to pull items to be bound, including the binding and closing of many canceled titles. The Serials Unit prepares the binding slip for all Reference titles. The Serials Unit will work with Reference as staff allows to assume the regular pulling of Reference items for binding.
- Special Collections: Special Collections prepares URI theses, dissertations, and a small number of periodicals for binding, including preparation of binding slips. The Serials Unit will work with Special Collections as staff allows to help with binding of Special Collections materials as requested.

Staff training

On October 30, 2008 Contois and Thompson attended a one-day “Basic Book Repair Workshop” offered by the Rhode Island Office of Library & Information Services in partnership with the Northeast

Document Conservation Center (NEDCC). The full-day workshop was presented by Donia Conn, NEDCC Field Service Representative, at Barrington Public Library.

Rathemacher attended the same workshop on December 16, 2008.

The workshop covered the basics of book repair and how to manage a book repair program in a general library collection. Hands-on lessons were provided in how to mend tears using a variety of techniques, tighten hinges, and tip-in and hinge-in loose or replacement pages. We emerged from the experience better prepared to perform minor repairs in-house and confident in our decision to send the majority of damaged books to Ridley's Book Bindery for repair.

Technology

In 2008/09, the Serials Unit continued to use Google Docs and Spreadsheets for working documents. All staff can log in to Google Docs and view and/or modify a document simultaneously. Modifications made by any staff member are immediately reflected in the document. We continue to use Google Docs to track unit statistics, invoices paid, bindery shipments and invoices, Reference Database usage statistics, student workers' scheduled hours and contact information, HELIN subscriptions, back files purchased, etc.

However, in 2008/09 we transferred procedures documents and videos (formerly in Google Docs and YouTube) to PB Works software, at <http://uritechserv.pbworks.com/>. A wiki is easier to organize than Google Docs, and since ability to edit pages is limited, pages cannot be accidentally modified, moved, or deleted. All current Technical Services procedures and related documents were placed in PB Works, so this site is essentially an online manual of technical services procedures at URI. PB Wiki also allows photos and documents in multiple formats to be uploaded and safely stored online in a central location.

Equipment

- During FY09, Paula Thompson received a new computer. It reverted to Systems upon her retirement.
- The computer and label printer in Preble's former office was retained for label printing purposes.
- A new dot-matrix label printer was acquired by Michael Cerbo in Cataloging, allowing him to print labels for items he catalogs. This results in less label-printing work for Processing.

Subscriptions

New journal subscriptions

We initiated just a handful of individual journal subscriptions for 2009.

New titles or reinstatements:

- One new title had been open access but converted back to paid access.
- One title was added for Math on the Cloudman endowment.

In addition, there were 4 branch conversions:

- 2 former CCE print titles added as online-only titles at URI (fund code CEEP)
- 2 former PELL print titles added as online-only titles at URI (fund code PEEP)

And 3 drop-adds:

- Computer Science: 1 title
- History: 1 title
- English: 1 title

Format conversions

About 20 titles were changed from print-only or print+online to online-only for 2009. Publishers included Baywood Press, the American Economic Association (see below), University of Illinois Press, Wiley-Blackwell, Springer, Guilford Press, Oxford University Press, and Duke University Press.

About 3 titles were changed from print-only to print+online.

New e-journal packages

Three e-journal packages were added in 2009:

- **Brill Electronic Journals**
This is a “portfolio” package offering online access to all Brill journal titles, negotiated by NERL. For agreeing to maintain subscriptions to the 4 Brill titles to which we already subscribe (total \$2,684), we can receive access to all Brill titles (131) for 2% of their list price of \$55,754 (\$1,115). Thus, for a total of **\$3,799** (\$2,684 + \$1,115), we obtain access to \$58,438 of content. Content is hosted on the Ingenta platform and access is from 2000 to present.
- **American Physical Society All (APS All)**
In 2008, we subscribed to *Physical Review A-E* online as a bundle and also to *Physical Review Letters* online (which included *PROLA - Physical Review Online Archive*). For 2009, we converted our subscription to the APS-All package. This allowed us to reinstate *Reviews of Modern Physics* online (which had been canceled for 2008) and to save about \$577 over the cost of 2008 subscriptions. We now have online access to all APS journals and publications (with the exception of their “Virtual Journals in Science and Technology”). The total cost of the package for 2009 is **\$18,859.30**.
- **American Economic Association Journals**
In 2008, we subscribed to the three titles from the American Economic Association in print format: *American Economic Review*, *Journal of Economic Literature*, and *Journal of Economic*

Perspectives. For these three print titles, we paid \$387. In 2009, the AEA created an online package of these three journals plus four new AEA titles: *American Economic Journal: Applied Economics*, *American Economic Journal: Economic Policy*, *American Economic Journal: Macroeconomics*; and *American Economic Review: Microeconomics*. For the 7 online journals in the package we pay **\$665**.

In addition, in FY09 we upgraded our Sage Premier 2007 package to **Sage Premier 2009**. The 2009 Sage Premier Upgrade package added to our entitlements 66 journals acquired by Sage since 2007. We now have online access from 1999 to the present to the over 500 journals published by Sage as of 2009. The annual cost of the package was **\$72,459.82** for 2009.

New reference databases

In July 2008, several new reference databases were added, while others changed platforms.

Database changes for 2008/09 were:

- **ARBAOnline**
Online version of American Reference Books Annual selection tool.
\$337.50
- **CQ Researcher online**
10 simultaneous users
\$1,613
- **ComDisDome (CSA)**
\$2,650
- **EconLit (EBSCOhost)**
EconLit was changed from the CSA platform to EBSCOhost, saving over \$1,000.
\$3,161
- **Lexi-Comp Online**
Lexi-Comp Online is a drug information database acquired by the College of Pharmacy. The annual subscription fee was waived in return for the College of Pharmacy agreeing to allow Lexi-Comp to promote products to students and faculty and a committing to promote use of the database.
- **Mental Measurements Yearbook (EBSCOhost)**
4 simultaneous users
\$1,649
- **Music Index (EBSCOhost)**
Music Index was changed from the Harmonie Park Press version to EBSCOhost, which provided an improved interface.

Back files purchased

In May 2009, the Libraries received \$245,000 from the Provost's Office. These were funds which in FY10 will be allocated for positions (\$145K) and serials inflation (\$100K). At the end of FY09, however, they

were to be used for one-time purchases: a memo from Provost DeHayes dated May 6, 2009 stated that the \$245,000 was to be used for “one-time only expenditures in FY 2009... for the purchase of journals and subscriptions.”

The library faculty agreed collectively to spend the money in FY09 on the following:

- **Springer Online Journal Archives (OJA) [Entire Collection]**

\$109,468 + \$160 NERL fee = **\$109,628**

This purchase conveys to URI permanent ownership rights to the full text of 961 journals published by Springer from volume 1, issue 1 through the year 1996. The content is hosted on SpringerLink, the same platform on which we access our current Springer journal subscriptions.

The total Springer OJA package includes all of the following “Subject Libraries”:

Behavioral Science (7% of titles)
Biomedical & Life Science (22% of titles)
Business & Economics (6% of titles)
Chemistry & Material Science (11% of titles)
Computer Science (10% of titles)
Earth & Environmental Science (12% of titles)
Engineering (12% of titles)
Humanities, Social Science & Law (15% of titles)
Mathematics (15% of titles)
Medicine (13% of titles)
Physics & Astronomy (9% of titles)

The list price for all of the collections combined is \$312,766. The cost after discount for purchasing all collections is \$156,383. On top of this, we received a 30% discount (negotiated by NERL), making our final price for the entire collection \$109,468

- **Web of Science back file 1965-1997**

\$123,432

This purchase conveys to URI permanent ownership rights to the Web of Science reference database covering the years 1965-1997, a period of 33 years. Web of Science is the online equivalent of the *Science Citation Index*, the *Social Sciences Citation Index*, and the *Arts & Humanities Citation Index*. Note: We already owned years 1998 to the present of Web of Science. We pay \$109,092 each year for ownership rights to the latest year’s file.

- **BIOSIS Previews archive 1985-1989**

\$11,215

This purchase conveys to URI permanent ownership rights to the BIOSIS reference database covering the years 1985-1989, a period of 5 years. BIOSIS is the premier indexing and abstracting

service for the literature of the life sciences. We currently own the years 1990 to present, so with this addition, our researchers in the life sciences will be able to expand their searches back to 1985.

In addition, since we are purchasing this back file, the vendor (Thomson Reuters) will upgrade our subscription from "Biological Abstracts" to "BIOSIS Previews" for all available data years. BIOSIS Previews is updated more frequently and includes enhanced content such as indexing of conference proceedings, meetings, symposia and workshops, patents, books, and software reviews — in addition to journal articles.

The grand total for these archival purchases was \$244,275. None of these purchases require the payment of annual access fees, so no additional expenses will be incurred after the initial purchase.

In addition, earlier in the year, in February, we upgraded our **Sage Deep Backfile** package to include all content acquired by Sage during the past year, an additional 31 titles / 22,018 articles. The Sage Deep Backfile package now provides us with online access through 1998 to all journals published by Sage as of 2009. The upgrade cost **\$6,605**, with an annual access fee for the package of **\$500**.

Software purchased

In FY09, two new library software products were purchased:

- **BePress Digital Commons institutional repository platform**
The HELIN Consortium was awarded a Davis Grant funding Digital Commons for three years. 2008/09 was the year after the grant ended. Institutions wanting to maintain the software needed to purchase it individually.
The annual fee for 7/2008-6/2009 was \$12,000.
- **360 Counter (Serials Solutions)**
In November 2008, we purchased 360 Counter, a Serials Solutions product that allows for the uploading of usage statistics for e-journals and databases. Usage data are normalized for title and platform variations and stored in 360 Counter. Sophisticated reports on use and cost-per-use can be generated. Our three year subscription runs from July 2009 through June 2011. It costs \$10,000 for three years.

Cancelled titles, misc.

In addition to the serials cancellation project (see below), a number of miscellaneous titles were canceled for the 2009 subscription year. These include:

- 29 Reference subscriptions dropped in order to add new reference databases.
- 8 titles that became available in Project Muse.
- 5 titles that became available in Cambridge Journals Online.
- 8 titles that became available through Sage Premier 2009 Upgrade.
- 1 title drop/add for History.

- 1 title drop/add for Computer Science.
- 1 title available in Academic Search Premier whose publication in print was delayed.

2009 serials cancelation project

During FY09, all academic units of the University were required to make deep cuts due to decreased funding of the University by the State. The University Libraries were asked to cut 11.5% of their budget, or \$801,000. During a period of a few months, the Libraries also lost one quarter of their staff as the result of retirement incentives.

To meet the budget reduction, library materials needed to be canceled. Not only did the budget shortfall leave little money for materials, but *Library Journal*, in their annual Periodicals Price Survey, predicted that, "Given the continuing slide of the dollar, expect [serials] increases in 2009 to approach ten percent overall." (*Library Journal*, 4/15/08, pp. 53-58). Since the University of Rhode Island Libraries spent over \$2.5M on serials in FY08, a 10% inflation rate meant that price increases alone would total close to \$250,000 in FY09.

In consultation with his management team, Dean of Libraries David Maslyn identified a target reduction in serials expenditures of \$400,000. He also decided that cancellations should primarily target print journals, because they are used less than online journals, and that at this time, reference databases and electronic journal packages would not be targeted for cuts.

Since electronic journal packages and databases (which cost \$1,457,052.23 in FY08) were excluded from cancellation, the \$400,000 reduction had to be spread across the remainder of our serials funds (\$1,095,458.62), which resulted in a target reduction amount of 36.5% for each of those funds.

Library subject selectors worked with their departments to identify the titles to be cancelled. In some cases, the damage was mitigated by online access to impacted titles through reference databases. The subscriptions that were canceled provided access to the current issues of the journals. In a number of cases, access to content from prior years remained available through databases such as JSTOR or Academic Search Premier.

The final cut resulted in the elimination of 908 titles costing \$427,175. A list of titles cut and a statistical summary showing titles cut by library location, format, vendor, publisher, and fund code is available in the "Serials Unit Annual Report 2008-2009 statistical supplement" spreadsheet.

While this large cancellation ultimately will result in less work for Serials staff, in the short term it creates additional work as we bind final volumes, close out holdings records, work with Circulation to remove shelf labels from the Current Periodicals Room, etc.

Statistics

A detailed statistical report on serials and total library expenditures is available in the “Serials Unit Annual Report 2008-2009 statistical supplement” spreadsheet.

Goals for the coming year

In July 2009, the Serials Unit and the Monographic Acquisitions and Copy Cataloging Unit (MACC) were re-combined into one Acquisitions Unit. The Unit consists of Head Andrée Rathemacher, Pauline Contois (Serials), Pat Gardiner (MACC), Anne Lisi (MACC), and Lisa Zinser (MACC). During the summer Head of Reserves Sarah Bannister agreed to transfer to Acquisitions after Reserves functions are merged into Circulation, filling the vacant Thompson position. She will join the Unit in the fall. A new faculty position has also been authorized for Acquisitions, the Bibliographic Access and Resources Librarian. We expect this position to be advertised and filled by the end of the fall semester. This new position will primarily manage e-resources and print serials operations, and will supervise Copy Cataloging. Filling these positions will be a great help to the department. Ongoing training of both new Unit members will be required in the coming year.

Despite staff cuts, we have managed to keep up with our workload associated with print format materials because the majority of journals are now available online-only and our monographic budget is small. However, we have fallen behind in the management of e-resources. In the coming year, creating procedures for e-resource management and training new staff in working with e-resources should be our priority.

Specifically, procedures to systematically verify access to our online entitlements and remove access to canceled titles should be implemented. In addition, we need to regularly gather usage statistics for reference databases and online journals and upload them to 360 Counter.

We also need to look toward additional cross-training of staff so that as workflow ebbs and flows due to order cycles and format changes, staff remain engaged and productive. Future developments and HELIN initiatives in the areas of e-books and shelf-ready materials will further necessitate training staff for different roles, including work managing and troubleshooting e-resources.

Some other goals for the coming year include:

- Continuing to update acquisitions, binding, and mending procedures, creating new procedures as needed, and posting procedures to the Tech Services Procedures Wiki.
- Resuming inventory of the collection.
- Taking on additional binding responsibilities for material located in Reference and Special Collections.
- Continuing our “missing issues project” to identify in the HELIN holdings record which issues of a journal title are missing.
- Starting a second project to withdraw bound journals for which we have perpetual electronic access through online journal archives such as JSTOR.