And They Were There: Reports of Meetings — 30th Annual Charleston Conference. Creating a Mega Technical Services Department from Smaller Departments

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Creating a Mega Technical Services Department from Smaller Departments — Presented by Karleen Darr, Moderator
(University of California, Davis); Barbara Schader (University of California, Riverside); Catherine Nelson (University of California, Santa Barbara); Germaine Wadeborn (UCLA)

Darr noted that in the context of the recession, the ten campuses of the University of California have been working to eliminate redundancies in workflow within and between campuses. Darr shared some general guidelines for organizational change, including engaging staff and performing workflow analyses.

Nelson explained that before Fall 2009, Technical Services at UC Santa Barbara Library consisted of three departments: Acquisitions, Cataloging, and Serials. When the Head of Acquisitions retired and her position could not be filled, serials and acquisitions were merged. Technical services will probably be re-organized again when a new University Librarian is hired.

Schader discussed how UC Riverside combined three departments into one mega Technical Services department. Staffing had decreased by 34% in four years, with a permanent loss of 12.75 positions. The loss occurred at the same time they were taking on new responsibilities and initiatives and faced a cataloging backlog. Task forces were formed to get staff input on the reorganization and lead to a new Technical Services & Metadata Department.

Wadeborn detailed how UCLA Library’s acquisitions functions have been reorganized multiple times since 1998. As a result, the main acquisitions unit now acquires materials for all UCLA libraries except for the Music Library and the East Asian Library. Acquisitions, cataloging, and mail room operations were moved out of the Research Library to a facility on the edge of campus.

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