# COLLECTION SERVICES ANNUAL REPORT 2018



UNIVERSITY LIBRARIES

## OUR MISSION

Collection Services acquires, describes, provides access to, maintains, and enhances the discovery of quality collections to support the research and teaching goals of the University of Maryland.

### OUR PEOPLE

### **ACQUISITIONS & DATA SERVICES**

Acquisitions and Data Services (ADS) specializes in the acquisition of monographic and media resources, the preparation of hard copy materials for shelving and discovery, the management of financial processes, the negotiation of license contracts, and the curation of usage statistics. We manage both national and international vendor relationships and offer quality customer service to both internal and external customers.

### **CONTINUING RESOURCES & DATABASE MANAGEMENT**

The Continuing Resources & Database Management Department (CRDM) is responsible for continuing resource acquisitions and cataloging; integrated library system database management (which includes facilitating large-scale deselection and transfer projects); and Collection Services Help Desk customer service. Through the Help Desk, we provide e-resource access problem troubleshooting for Libraries users and make requested changes/corrections to various back-end systems for Libraries staff.

### **DISCOVERY & METADATA SERVICES**

Discovery and Metadata Services (DMS) specializes in contributing to the development and management of Library discovery systems and enabling access to materials through the creation and manipulation of MARC and non-MARC metadata. We support the discovery and research process through the use of bibliographic databases and knowledge bases. We collaborate with stakeholders on metadata needs for new collections and digitization projects, seeking to cultivate a seamless discovery experience for staff and users.

### **ORIGINAL & SPECIAL COLLECTIONS CATALOGING**

The Original and Special Collections Cataloging Department (OSCC) creates and enhances high-quality bibliographic records for the digital and physical resources acquired or created by the University of Maryland. We also create and enhance authority records in the LC/NACO Authority File to support the University's collections. We contribute to the development and enhancement of discovery tools and systems used in the Libraries. Through all of these activities, we support the discovery and research process for users.

#### **COLLECTION SERVICES - 2018**

### **OUR VALUES**

### **COOPERATION**

We work together well, ask for help when needed, and assist each other readily. We collaborate with colleagues internally (within Collection Services and our departments) and externally (across the Libraries, campus, and consortia.)

### EQUITY

We pursue the creation of a workplace that is fair and equitable for all. We ensure that all staff are classified appropriately, have equal access to professional development opportunities, and have the information, equipment, and technology necessary to do their jobs.

### **EXPERTISE**

We are experts in our respective areas of responsibility and perform the highest quality work at all times. We strive to work efficiently and effectively, with the attention to detail our colleagues and users deserve.

### GROWTH

We work to create a workplace that promotes personal and professional growth. As library professionals we are continually learning and working to expand our own knowledge and that of our colleagues.

### LEADERSHIP

We are leaders in our areas of expertise. We take ownership of the work we do, lead by example, advocating for standards and technologies that better serve our users.

### RESPECT

We approach our users and our colleagues with respect and model honesty, integrity, and openness in all our interactions. We work to create an environment of trust in Collection Services and in the Libraries as a whole.

### **USER SATISFACTION**

Although much of our work happens "behind the scenes," we value and respect the time of every library user and strive to provide a seamless experience. We work continuously to create new or improve existing services..

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# AT A GLANCE



## 11,000+

### **NEW MATERIALS**

We processed over 17,000 transactions, adding thousands of new materials to our collections

### ELECTRONIC RESOURCES Our electronic resources saw significant growth, particularly with freely available materials

15,290

280,951

### **NEW TITLES**

Our catalogers created, upgraded, enhanced, or otherwise added over 15,000 titles to our cataloa

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#### **COLLECTION SERVICES - 2018**

## ACQUIRE

Collection Services manages the acquisitions of our collections, from serials and continuing resources, to books, to audio-visual materials, in every format.

### 17,312 TRANSACTIONS

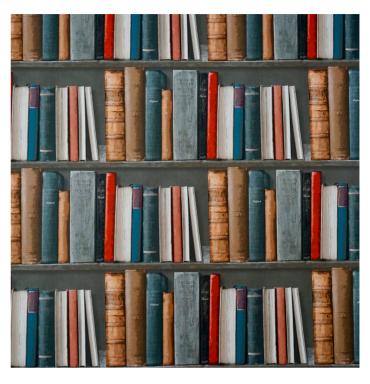
Acquisitions and Data Services processed 3,295 orders, completing 17,312 transactions to purchase collections, totaling \$12,691,033

10,000+ NEW PHYSICAL MATERIALS

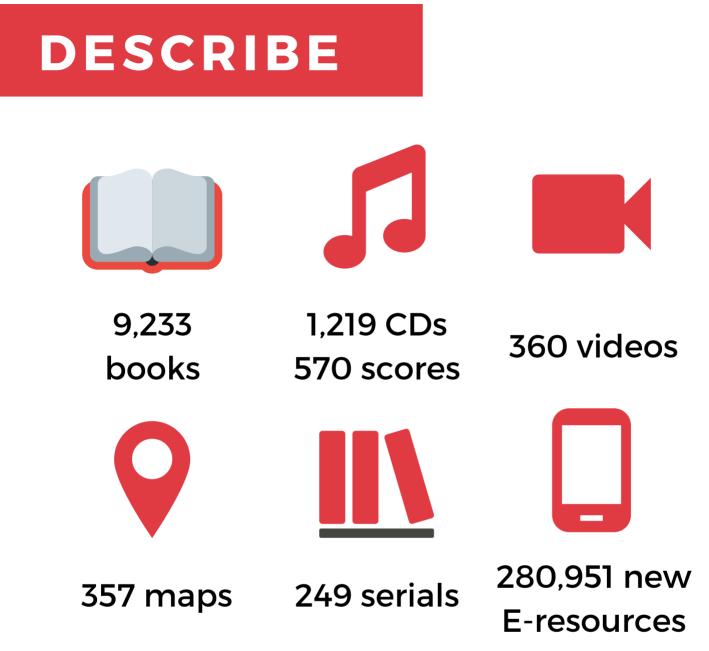
Collection Services processed the receipt of over 10,000 physical materials, including over 7,000 print periodical pieces.

### 280,000+ NEW E-RESOURCES

Collection Services added a lot of new electronic resources to our collections.









42 languages

Collections Services works with a variety of **formats** and **languages**, **providing** users with access to thousands of new materials

## MAINTAIN



TITLES TRANSFERED CATALOG OR WITHDRAWN CORRECTIONS

## 12,000+ 20,000+



ITEMS RELABELED

**OCLC HOLDINGS** CORRECTIONS

## SUPPORT

We value and respect the time of every library user and strive to provide a seamless experience.



## QUALITY CONTROL

- Reviewed 1,000 records for Digital Collections
- Verified 92,000 titles in our Knowledge base

## COLLABORATE

### **OUTSIDE THE LIBRARIES**

Collection Services contributes to numerous programs and cooperatives outside of the Libraries, offering our expertise to national and international committees



• Created or revised over 200 authority records for names, titles, and series



- BTAA cooperative cataloging program
- Task Forces



 Merged 560 MARC records in WorldCat

### Collection Services collaborates throughout the Libraries

ILL & Licensing inquiries

Interdivisional committees (WAC, DTSC, Discovery, etc.) ALEPH work with CLAS

Preservation

BRARY

SCUA, Cataloging, & ArchivesSpace

## COLLECTION SERVICES

Database Finder Maintenance Collection Development

Metadata support for Digital Collections

Language expertise

Research and Learning Collection Maintenance & Retrieval

### **COLLECTION SERVICES**

L. Angie Ohler Director

### Leigh Ann DePope

Head, Acquisitions and Data Services

### **Kathy Glennan**

Head, Original and Special Collections Cataloging

### **Rebecca Goldfinger**

Head, Continuing Resources & Database Management Bria Parker Head, Discovery and

Metadata Services

### **CS** Leadership Group:

Director, Department Heads, Ben Bradley, Neil Frau-Cortes, Erica Hemsley (former), Deep Sarin (former), Aaron Wilson

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