

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.

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..

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

280,951

15,290

NEW TITLES

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

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.



DESCRIBE



9,233
books



1,219 CDs
570 scores



360 videos



357 maps



249 serials



280,951 new
E-resources



42 languages

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

MAINTAIN



12,000+

**TITLES TRANSFERED
OR WITHDRAWN**

20,000+

**CATALOG
CORRECTIONS**

3,500

ITEMS RELABELED

260,000+

**OCLC HOLDINGS
CORRECTIONS**

SUPPORT

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

1,000

HelpDesk tickets
resolved

48%

of tickets are resolved in
less than 24 hours, with the
average ticket resolved in
4 days

11,000

electronic resources
checked and verified



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

SCUA, Cataloging, & ArchivesSpace

Preservation

COLLECTION SERVICES

Database Finder Maintenance

Collection Development

Metadata support for Digital Collections

Language expertise

Research and Learning

Collection Maintenance & Retrieval



COLLECTION SERVICES

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Erica Hemsley (former), Deep Sarin (former), Aaron Wilson*

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