SRLF Annual Report

Covering fiscal year – 2018/19

Introduction

2018/19 was a busy year for the SRLF. In addition to the regular tasks of processing new incoming materials, providing access to materials shelved here and producing digital images, multiple other activities impacted the SRLF this year:

- 130,000 new volumes from two exceptional deposits began to flow into the facility
- SRLF staff provided significant support to the UC wide Systemwide ILS (SILS) effort
- Plans to purchase an inventory management system culminated in the issuing of an RFP
- Construction on a new dorm complex across street from the SRLF commenced
- The lobby, conference room and front offices got a fresh coat of paint
- It was a rebuilding year for the Imaging Services unit with new equipment, revised work flows and increased focus on quality and customer service

Please see below for a fuller accounting of the various work undertaken by SRLF staff in 2018/19.

Significant Events and Accomplishments

2018/2019 Summary

Processing Unit and Shared Print Program Activities

- ➢ Total number of items received for deposit between July 2018 and June 2019: 195,910.
- ➢ The total number of new items added between July 2018 and June 2019: 147,086.

Processing summary covering July 1, 2018 to June 30, 2019					
Campus	Added	Problems	Duplicates	Total	% Rejected
UCLA	79,431	1,090	8,053	88,574	10.32%
UCR	10,019	48	1,248	11,315	11.45%
UCSB	15,394	73	4,520	19,987	22.98%
UCSD	19,043	53	2,483	21,579	11.75%
UCI	11,826	54	428	12,208	3.92%
WEST	7,708	0	2,959	10,667	27.74%
UCL	1	0	0	1	0.00%
JSTOR	429	0	252	681	37.00%
JACS	3,093	1	192	3,276	5.59%
Reprocessing	142	1	139	282	49.65%
Shared Print subtotal	8,138	0	3,211	11,349	28.39%
UC Allocations subtotal	138,948	1,320	17,053	157,321	11.68%
Total	147,086	1,320	20,264	168,670	12.80%

➢ **Shared Print:** SRLF continued to participate in the Western Regional Storage Trust (**WEST**) archive building program and the UC-wide Journal Archiving Campaign Services (**JACS**). SRLF completed WEST Cycle 8-9 phase 1 in June of 2019. In total 18,520 volumes of WEST Bronze, Silver and Gold titles have been committed. The JACS program is currently in its fourth cycle. To date the SRLF has archived 290 titles, committing a total of 12,246 items overall. Additionally, in March 2019 Processing Manager, Tin Tran generated a Voyager report of UCLA holdings that were eligible for JACS and WEST contributions to SRLF. UCLA staff are steadily pulling from the list which is expected to clear space on campus while completing holdings gaps at the SRLF.

➢ **Exceptional deposits:** In 2018/2019 UCSB and UCI were approved to make two exceptional deposits on top of normal allocations. UCSB began its 60,000 serials exceptional deposits in late June of 2018 and has completed all shipments. UCI began its 70,000 monograph exceptional deposits in late June of 2019. The

projected completion date is unknown at this point. It's a challenge to manage both exceptional deposits due to limited shelving space, third party shippers, third party analytical tools, and record problems. We hope to finish these 130,000 items by 2021.

Access Services

Total requests received	71,368
Loans	52,380
Desk Requests	4,330
Article requests filled	4,771
Total Requests Not Filled because materials were: not owned, lost, not found as cited, non-circulating, lacking, already charged out, or other.	9,066

➤ **Paging and ILL** requests totaled 71,368 for FY 2018/19 and **document delivery** supplied 4,771 articles directly to patrons via the Web this past year. Loans of physical items decreased in FY 2018/19 by 2.3% while the number of articles sent via document delivery increased by 18.4% over the previous year.

➤ **Access Services Projects in FY2018/19:**

▪ Using student staff, a list of 2,408 items marked "missing" or "in transit", but believed to be on the shelf, were searched. A spreadsheet was created organized by barcode prefix with columns for the most logical areas to search (e.g., 1,000 before, 1,000 after, search for A's in AA's, etc.). To date, 673 items have been found.

▪ In partnership with UCLA Library Special Collections (LSC), Access Services embarked on a cleanup campaign to account for items charged to LSC that were never marked as returned. A list of the oldest transactions was given to LSC who in turn noted which collections had been returned and which had been deaccessioned (emptied and put into other boxes).

- Access Services is currently in the process of verifying all boxes in special collections levels. This project will be ongoing.

Imaging Services Unit

➢ **Services**
- Imaging Services (IS) staff worked with SRLF Information technology staff to draft up specifications for a new application to replace the old excel based method of tracking production/statistics within the Unit. The new Stats app debuted in summer 2019 after extensive User Experience testing and specification writing.
- Early discussions took place with Library Business Services to investigate revising IS pricing, which have not been updated since 2014.

➢ **Training, outreach and professional development**
- Marissa Kings and Edwin Dagdagan received **training** on the Cultural Heritage edition of the Capture One imaging software used in the Unit
- Staff in the Unit participated in multiple tours, including but not limited to:
    - The Los Angeles chapter of the Special Libraries Association
    - UCLA Library Grand tour
    - UC Irvine Library
- Marissa Kings and Cathy Martyniak participated in three large scale **outreach** events:
    - IS staff visited UC San Diego in August of 2018, toured their scanning center and gave a presentation on SRLF imaging equipment and work flows to local curators, imaging specialists and IT staff
    - IS staff worked at a table representing IS at *Archives Bazaar*, an annual gathering of cultural heritage organizations at USC in October 2018.
    - IS staff visited UC Irvine in December of 2018, toured their facilities and gave a presentation of imaging equipment and work flows to local curators and Special Collections staff
- Professional Development:
    - Cathy Martyniak and Marissa Kings attended the Digital Library Federation (DLF) annual forum in Las Vegas in Fall of 2018
    - Marissa Kings went to MCN in November 2018 in Denver
    - Cathy Martyniak and Marissa Kings attended the UC DLFx meeting at UCSD Spring of 2019

- Scanning projects:
    - Two large collaborative projects where the SRLF acted as the contracted scanning vendor for an agency:
        - In conjunction with California Revealed, IS scanned two titles from the Los Angeles Public Library (Lodge Echoes, The Liberator and L.A. Graphic)
        - In conjunction with the Center for Research Libraries and the South Asian Open Archives (SAOA), IS scanned many titles relating to South Asian history from libraries across the United States.
    - For UC Santa Barbara:
        - Yearbooks (1922 to 2006)
        - A pilot project to scan two very large rolls of Aerial film was undertaken in Fall 2018
    - A large number of oversized drawings and framed art associated with Hollyhock house (Frank Lloyd Wright architectural drawings)
    - The Soviet Scores scanning project was completed this year.
- Equipment news:
    - The two Copibook ONYX scanners were nearing end of life, became difficult to maintain and began to show degraded performance, producing low quality images. Given this, three new Copibook OS XD scanners were purchased.
    - All creation of new microfilm, via image capture on the Elke microfilm camera or duplication of negatives, ceased this year.
    - Given it's minimal production over time, its large footprint, and condition, the Stokes camera was disassembled and moved to storage.

Network & System Administration CM done

- **Windows 10 deployment**: A significant period of time in Summer and Fall 2018 was spent migrating and upgrading SRLF computers from Windows 7 to Windows 10. This involved creating new Windows 10 staff images, having staff test all applications, finding replacement solutions for applications that were not compatible, & deploying the final image to staff computers. Windows 10 training and a manual were created and offered to staff.
- UCLA Information Technology Services surveyed the SRLF building for possible **campus wireless access.** SRLF stacks did not receive wireless access and with the possibility of a new Inventory Management System being deployed at SRLF, wireless access was needed in the stacks. SRLF worked with campus ITS to have

UCLA campus wireless access points installed in the stacks. Work was completed in November 2018.

➢ SRLF staff computers were over 5 years old and showing hardware and performance issues. **New HP computers** for all SRLF staff Windows computers were ordered in Spring 2019 to be deployed during the Summer quarter.

➢ The SRLF **network switches** were outdated and needed to be replaced. SRLF worked with UCLA Library and UCLA ITS network administrators to identify replacements options and scheduled the replacement of the switches. The number of ports were decreased, and the upload speed was increased to 10 Gbps with the possibility of 10 Gbps download speeds available in the future.

Web Development

Entity Framework Migration The migration was a continuation of a project started in the 2017-2018 fiscal year. The SRLF had previously used Telerik's Open Access as the component to access databases in all web applications; but with the discontinuation of Open Access, SRLF IT Staff decided to replace it with Microsoft's EntityFramwork Core. The bulk of the research and initial test projects were completed in the previous FY, and the production instances of the SRLF's applications were converted to EntityFramework in the Summer of 2018.

➢ Several new web-based applications were designed and deployed this year:
  ➢ The **Lockers** app created last year was deployed in 18/19
  ➢ A **network ports** app replaced an excel and allows SRLF IT staff to track which network ports are active in the building.
  ➢ Library Special Collections boxes from all southern depositors are shelved and then given a barcode. A new **data gathering** app helps support this vital process.
  ➢ And most significantly, a new statistic tracking app for the Imaging services unit was created this year allowing more accurate invoicing and increased productivity tracking for the IS manager.

➢ **SSL Certificates** Added SSL certificates to SRLF websites, and updated all links to use HTTPS. By implementing SSL and HTTPS on the public website the SRLF is now up to date with the security practices recommended by Google and the W3C.

Other Projects, Important Events and Accomplishments

- The SRLF started the 2018/19 fiscal year winding down its involvement in the **Google** Books Project. Google and the SRLF agreed to pause the SRLF's involvement in order to focus on the 2018/19 exceptional deposits. 3,982 volumes were sent to the Google Books Scanning Center in July and August of 2018 amounting to 147,927 total volumes sent since the project began in 2013.
- During FY 2018/19, the Federal Document Archives project was relatively quiet.
- In fall of 2017, the Council of University Librarians (CoUL) charged a working group to investigate how the UC Libraries might license a **systemwide ILS** (SILS) to ensure continued collaboration around Library collections and collection-based operations and services. The RLFs were well represented on this endeavor. **Cathy Martyniak** served as Chair of SILS-M, a subgroup of the main working group responsible for performing many of the project's activities during phases 2 and 3 of the project. This team wrapped up its work and officially dissolved in the spring of 2019 as new subgroups and task forces emerged. In FY 2018/2019, Cathy served as a member of the Cost Sharing Task Force, the team responsible for devising a cost sharing structure for the systemwide ILS across the UC Libraries; SILS-P, the team accountable for collaborating with UC Procurement while the RFP was being written, SILS-H, a harmonization pilot subgroup responsible for coordinating and leading two pilot harmonization projects; and the Shared Governance Task force (SGTF), a team responsible for addressing the ongoing SILS governance needs in the next phase of the project. As well, Cathy has been a member of both the working group and the SILS steering committee. **Christine Barone** continues to work with Lena Zentall of CDL as Co-Project Manager for this collaborative enterprise. Christine continues to be an active member of the SILS working group and steering committee. Additionally, Christine, in her capacity as project manager, has been involved with many of the project subgroups such as SILS-M, SILS-P, SILS-H, and a PM coordination group. Christine also served as co-chair of the Campus Liaison group. The project is expected to continue through summer of 2021.
- A new truck was ordered in late Fall 2018 and arrived on campus in Spring of 2019. More adjustments needed to be made and thus the truck was not accepted by the SRLF in 2018/19
- Many visitors come to the SRLF each year to tour the library and learn about our operations. This year in addition to participating in the UC Library Grand Tours, the SRLF hosted tours for visitors from all across the globe:
  - The Committee on Library & Scholarly Communications (COLASC) group
  - UC Irvine
  - Senior Fellows tour with Brian Schottlaender
  - UCLA ALA chapter through the Library & Information Science graduate program

- Pamela Burton with Genie Guerard from Library Special Collections
- Fudan University guests with Su Chen from East Asian Library
- Auditing and Advisory Services with Lao Ea
- Ian Bogus, Director of RECAP

➢ Construction began for a new dorm for first- and second-year undergraduate students in the area across from the SRLF that was Lot 15. When completed, the building will be eight stories high and contain 1,781 beds and approximately 32,000 square feet of common space. The disruption to library services has been minimal, although the library has experienced an increase in noise level and occasional road access difficulties as a result. Construction is slated to finish in 2021.

One RLF, Two Locations

➢ SRLF involvement with the NRLF, articulated via the "One RLF, two locations" phrase, continued. Jo Anne Newyear Ramirez, Interim NRLF Director, and Cathy Martyniak, the SRLF Director, worked closely on various RLF related projects through the entire year, including but not limited to preparing agendas for the Shared Library Facility board, continued planning for NRLF 4 and working with RLF staff on monthly joint meeting topics.

➢ The Shared Library Facility Board, chaired by NRLF Alumnus and UCSD University Librarian Erik Mitchell, met quarterly and addressed issues such as allocation methodology, archival boxes, NRLF capacity issues, inventory management software and exceptional deposits.

➢ A groundbreaking ceremony for construction of the 4th phase of the NRLF took place in April of 2019. The SRLF Director attended.

➢ Work on a Request for Proposal (RFP) for the purchase of an inventory Management System (IMS) began in late 2017/18 and continued into 2018/19. An IMS RFP team consisting of staff at both RLFs, UCLA and UCB was formed and a kick off meeting was held in July. Requirement writing took place over the Fall and Spring. The RFP was issued in April and responses were due in early July of 2019.

➢ A search for a permanent NRLF director, conducted by UC Berkeley, started in the Fall and on campus interviews took place in March of 2019. The new NRLF Director was scheduled to start in 2019/2020.

Building improvements

➢ The reading room, lobby, conference room and administrative offices all received a fresh coat of paint.

➢ The old bike rack in the front of the library was replaced.

➤ The 3rd floor mechanical level was cleared out of old furniture and old technology was e-wasted.

➤ Power indicator lights were installed on the sumps.

➤ Looking ahead, the SRLF has begun work on reorganizing the current configuration of the staff Access Services work areas including Interlibrary Loans, Special Collections paging and Student Supervision. Planning will continue in FY 2019/20.

➤ Other projects begun in FY2018/19 that are not expected to conclude until the following fiscal year consist of security camera replacements, including a video software update and "low battery" alarms, and new VoIP telephones.

Staff News

2018/19 was fairly quiet on the staffing front.

➤ **Internal transfers:** Anthony Leslie moved from Imaging Services to Access Services as the Special Collections Coordinator.

➤ **Farewells:** After 13 years with the SRLF, Phil Chang resigned in May of 2019. He accepted a tenure track position at Cal State Bakersfield.

➤ **Accomplishments**
   o Marissa Kings represented Imaging Services on the UCLA Collections Council Digitization team (CCDT) and attended portions of the UCLA supervision series
   o Ruben Galimba has been the SLRF point person on the new Bruin E-permit program, which significantly changed parking policies and procedures on campus
   o Tiffany May attended semi quarterly UCLA ILL meetings with Jon Edmondson
   o Cathy Martyniak was appointed as a member of the WEST Operations and Collections Council
   o Andy Perrine was the President of the Library Staff Assembly this year.