Southern Regional Library Facility Annual Report 2005-06

Significant Events and Accomplishments 2005/06

- New Deposits: the SRLF received 255,792 new items, including 21,924 items for the University of California Libraries Shared Print Collection.
- New items added in 2005/06 totaled 237,698 (our goal had been to add 225,000 new items). Included this year are contributions for the UC JSTOR Dim Archive.

UCI Libraries	5,187	2%
UCLA Libraries	117,663	50%
UCLA Film & Television Archive	20,735	8.5%
UCR Libraries	11,333	5%
UCSD Libraries	36,761	15%
UCSB Libraries	13,473	6%
UCL Shared Print Collections	22,871	9.5%
UCL JSTOR Archive	9,675	4%

- Paging requests totaled 104,371, a jump of 7% from the previous year. The SRLF filled 2,570 document delivery requests, with 99% of these requests delivered electronically either directly to the patron or to the requesting libraries via the Web.
- An upgraded version of the UC consortial borrowing software, VDX 2.7.4, was implemented in February 2006, allowing a process called "auto brokering" to be implemented in May 2006. This in turn increased our direct to non-UC borrower requests by approximately 300%. Previously this ILL traffic had been going through UCLA Library's ILL center.
- In 2005/06 VDX implementation also enabled us to handle 100% of ILL requests in VDX, streamlining our workflow by not having to manage requests in both VDX and OCLC. UCLA Library's local document delivery is also now handled in VDX, having moved from Wings software. As a result, SRLF also now provides local document delivery to the UCLA community via VDX.
- SRLF implemented a new version of Request Manager for Voyager in November 2005. Request Manager is a web-based application (designed and developed in-house) that allows staff to manage SRLF requests initiated in the UCLA OPAC much more effectively than Voyager Call Slip alone. With Request Manager we have a more useful and organized print function and format, we can gather statistics and reports on demand, and we can access an archive of SRLF requests.
- The SRLF developed and implemented a Paging Survey in March 2006. It is another web-based application that allows us to track how paging time is used in Public Services and how paging requests fluctuate during the year, allowing us to keep better track of our request load and the resources required to page the requests.

- SRLF implemented Ariel 4.1 on the Minolta book scanner. We have also enabled the Minolta MS3000 microfilm scanner to directly scan and email desktop delivery pdf files to patrons, rather than having to print the pages from microfilm and rescan them.
- SRLF managers worked with UC Shared Print Librarians and UCLA Library staff to develop workflow and procedures for a shared print monograph program for Canadian Literature. Items from the vendor Yankee Book Peddler are sent directly to and received by SRLF staff. The complete bibliographic records are sent electronically from the vendor to UCLA Library/LIT where they are then loaded into Voyager. The monographs are then processed as new SRLF deposits.
- In December 2005 SRLF staff developed and implemented the Item Barcodes Report, a tool that identifies gaps in shelving number sequences. This tool allows processors to identify item barcodes that were missed during processing and that need reprocessing and input onto Voyager. Without this tool it was previously difficult to identify missing SRLF items.
- In February 2006 staff eliminated the last of a 100,000+ item backlog from UCLA Young Research Library stacks that had arrived pre-2001.
- Processing staff organized files and datasheets-in-progress for Special Collections Box Processing so that in-process records are accessible to SRLF public service staff. Staff also restructured the problem report spreadsheets to provide better tracking of outstanding problems and to facilitate follow ups for these problems.
- A backlog of ca. 23,000 duplicate items was returned to UCLA Library/YRL Records Management. These Duplicate Item Returns had been held in SRLF stacks until UCLA Library was able to accept and process them.
- SRLF successfully moved the Clark Library collection for temporary storage at the SRLF while renovations and HVAC improvements are completed at the Clark Library.
 Approximately 60,000 items including books, archives, and ephemera were relocated.
- Preservation microfilming and digitization services were expanded by adding 1 FTE career staff and upgrading equipment. The Digibook scanner for manuscripts and rare books was updated with new book cradle and software. A new enhanced microfilm scanner with grayscale option was purchased, enabling and improving the quality of photographic images captured from microfilm. During 2005/06 the SRLF produced 50,190 frames of microfilm, 276 reels of film, and scanned 20,151 images.
- JSTOR Project: this 2-year project has made slow but steady progress. High staff turnover has hampered productivity, requiring supervisors to spend many hours recruiting, training, and revising the work of new student assistants. In addition to staffing problems, the Project has encountered a very high rejection rate for UC volumes, especially the volumes that had previously been deposited at the SRLF. Reasons for rejection include missing pages, damage to text, and heavy underlining within the volumes. For every volume that is rejected staff must secure a second copy from other UC campuses and validate again the entire volume.

Volumes checked for validation	12,839
Volumes repaired in order to accept validation	439
Volumes rejected	2,807
Actual number of volumes validated	9,796
Volumes added to the SRLF collection	9,675
Project completion rate	45%

- Open Content Alliance Project (OCA): the OCA Project had begun with an installation at the UC Northern Regional Library Facility (NRLF) for the digitization of monographic materials held by UC libraries that are in the public domain. A second site at the SRLF would address the digitization needs of collections held by the southern UC campuses. Following UC systemwide discussions in February 2006, UCLA Library and the SRLF began to identify space, infrastructure, and organizational changes that would be required to accommodate a mass digitization site at the SRLF. An implementation team of CDL, UCLA, SRLF, and OCA representatives was formed in March. Key issues that required immediate planning were:
 - Determine work space area at the SRLF (use reading room space)
 - Identify costs for infrastructure modifications and work with Library Business Services to establish a budget and cost center for OCA related activities
 - Co-manage with LIT staff the electrical work and network/cable enhancements that are required for scanning equipment and data transfer
 - Plan relocation of the SRLF Reading Room services and publicize the changes via handouts and website announcement
 - Identify staff resources needed at SRLF and secure funding from CDL to support these needs
 - Draft "SRLF/ IA Facilities Agreement" for CDL

As of June 30, 2006, five digitization stations have been installed at the SRLF and OCA staff is expected to begin production work in July 2006.

Reading room changes: with implementation of the JSTOR and OCA projects in 2005 and 2006, reading room space for on-site users was relocated and downsized. Accommodations for six individual users, two public terminals, and the microform reader/printer are now provided in the SRLF Conference Room. The conference room still functions as a meeting room during morning hours, but it becomes the sole public services/reading area for library users between the hours of 1:00pm and 5:00pm.

Goals and Strategies for 2006/07

1. Deposits

- i. Receive and process 200,000 new deposits from campus libraries.
- ii. Receive and process 25,000 new UCL shared print items.
- iii. Process ca. 13,000 volumes into the JSTOR dim archive.
- iv. Total deposits expected: 237,000 items.
- v. Continue to monitor receipts and productivity on a monthly basis to ensure that 19K to 20K items on average are processed each month. Adjust assignments and staff resources as needed to meet the demands of incoming deposits and to balance these workloads.
- vi. Review incoming deposits on a quarterly basis and contact campus libraries if necessary to ensure a steady flow of deposits throughout the year.
- vii. Provide continuing training, revision, and opportunities for learning and growth so that all processing staff have the skills and abilities needed to achieve these goals effectively. In particular, expand knowledge and training of all processing staff so that assignments for non-UCLA deposits and special collection deposits are adequately covered as these categories of materials become a greater percentage of incoming deposits.
- viii. Finalize the documentation and written procedures for processing special formats, including preservation microfilm, ethnomusicology collections, and bound-withs, and adding items to "order records". A team of senior processing staff and supervisor will collaborate on drafting, revising, and publishing final procedures for inclusion on the SRLF staff intranet site.

2. Public Services and Requests

- i. Maintain 24 hour turn-around from the time requests are logged at SRLF to distribution/delivery out to the campus libraries.
- ii. Prepare for additional increases in circulation and ILL workloads by extending staff resources, skills, and training in all aspects of public services. ILL increases at the SRLF, a direct result of the VDX "auto brokering" feature, have already begun in late 2005/06. In pursuit of "best practices", institute and monitor new processes wherein YRL routes the ILL requests to the SRLF; SRLF provides document delivery or loan direct to the borrowing libraries and updates OCLC/ILL as filled (on behalf of YRL). YRL will distribute IFM monies to SRLF accounts as they already do for ILL requests filled by other campus ILL centers (Management, Law, Sciences). Monitor SRLF's ability to absorb this workload on a monthly basis.
- iii. Continue to rely on split processing/public service staff, but expand the use of student assistants to ensure adequate staffing levels, particularly as we take on YRL/ILL request processing and the resulting increase in scanning/desktop document delivery.

- iv. Expand the knowledge base of all staff and student assistants to provide a greater depth of skill and to improve our ability to provide excellent access service with a high degree of quickness and reliability. Cross-train full time staff on special collection requests, FATA requests, OCLC/VDX, and searching to ensure that all critical functional areas are appropriately staffed despite vacancies, illness, etc. Rotate assignments on the SRLF Front Desk to include all full-time staff who work in public services.
- v. More closely monitor workloads throughout the academic quarters and during 24-hour periods to ensure that staff resources and performances are meeting the demands from UC libraries and on-site users.
- vi. In order to assess performance and productivity throughout the year, use the SRLF Paging Survey tool that had been implemented in 2005/06. This web-based tool captures individual statistics during defined work periods, and provides reports on various paging assignments and the staff hours that were committed to these assignments.

3. Preservation Imaging

- i. Using statistical data that has been gathered on a monthly basis, work on establishing new projections on capacity and productivity standards for digitization and microfilming workloads. Consider the changes and increased efficiencies of the Digibook scanner, motorized book cradle and software programs, and their effects on digitization capacity.
- ii. Determine the section's capacity for digitization projects with 2 full-time technicians for scanning projects. Have preliminary report on digitization capacity by October 1, 2006.
- iii. Consider the potential for adding a second work shift and additional full or part-time staff in order to further increase capacity.
- iv. Determine capacity for microfilming projects (new filming; duplication jobs) and consult with client libraries to ensure that project workloads are well-balanced throughout the year.
- v. Continue collaborative partnership with UCLA Digital Library to expand the Library's digital collections. Respond quickly and thoughtfully to inquiries from UC libraries and DL, requests for estimates, questions regarding technical specifications, and opportunities to meet with visitors/donors whose personal collections are being considered for digitization.
- vi. Fully utilize the web-based tools provided by DL to track the progress of ongoing digital projects, especially tracking the receipt dates and return dates of original materials to YRL Special Collections. Ensure that staff record receipt, completion, and return dates consistently and in a timely manner.
- vii. Provide continuing education and training of staff so that they may stay abreast of technological advances, including new equipment and software programs, as well as new or developing standards in digital imaging and preservation.

4. Stack Maintenance and Library Moves

- i. Prepare for the return/relocation of the Clark Library collection from SRLF special collections stack back to the Clark Library, anticipated for late Fall 2006. Recruit, hire, and train student assistants and schedule the rental of additional equipment and vehicles to ensure a safe and successful move. Provide cost estimate in advance to the client library, and negotiate move dates that are reasonable and manageable for both SRLF and the Clark; allow for flexibility and adjustment to the move schedule. Be prepared for unexpected delays or changes.
- ii. Space planning for circulating collections as room in Phase 1 and Phase 2 reach capacity in 2006 (D barcodes) and 2007 (AA barcodes). Have a strategy in place for dividing and sharing shelving space in special collections/off master areas, where circulating collections will begin to occupy an area previously dedicated to non-circulating collections. Ensure that the security of these special collection stack levels is not compromised by the presence and service of circulating collections.
- iii. In coordination with the SRLF intranet revision, re-configure and expand the current Stacks web applications, and migrate Stacks databases to SQL Server 2005.

5. Public & Intranet Websites

- i. Redesign Public website completely by December 2006. Provide a new look and feel that is compatible with the UCLA Library. Coordinate our internal effort and changes with the UCLA Library Web Coordinator to ensure policy and accessibility standards are consistently applied.
- ii. Revise and update content before December 2006. Contributions for these revisions, updates, and new additions are the responsibility of SRLF supervisors who will bring the subject/content expertise to this task.
- iii. Begin version 6 of the SRLF Intranet, updating existing important web applications to ASP.Net 2.0 and SQLServer 2005 such as the TimeSheet, MessageCenter and NewsCenter apps and add new web applications for inventory, content management and reporting. Integration with the new version of Microsoft Sharepoint Services and Office products to be released Fall 2006 will be evaluated.

6. Technology & Network

- Microsoft Office 2007 and Windows Vista will debut in winter 2007 (replacing Windows XP). Evaluate and prepare for implementation by summer 2007. Coordinate this implementation with LIT.
- ii. Update SQL databases to SQL Server 2005.

7. JSTOR (work plan through the project end date, Feb. 28, 2007)

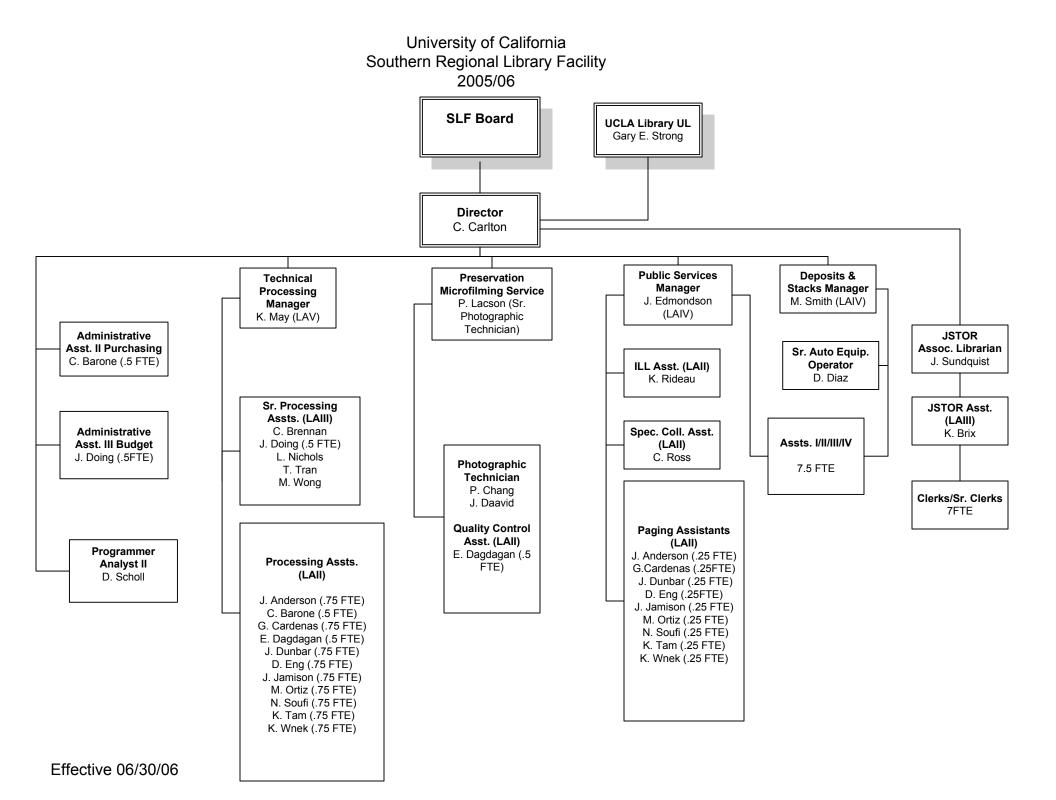
- i. Ensure the timely completion of the remainder of the project in accordance with both the official contract and the February 2005 project plan.
- ii. Maintain adequate staffing for the work that remains and is forthcoming, in terms of paraprofessional, supervisory and student staff. Ensure high-quality and timely production from that staff through close supervision and training.
- iii. Negotiate with UC campuses for "Round Two" contributions (Round Two refers to volumes or journal runs not originally asked for, but ultimately needed because of the rejection of the first choice volume or run).
- iv. Sustain open communication about the project with JSTOR, UC contributing campuses and outside interested parties. This includes public relations efforts with hesitant faculty, student or librarians, and speaking about the project at the appropriate conferences or meetings.
- v. Adapt local workflow and practices as needed, slightly or substantially, to balance the timely establishment of the Repository with the desire for high-quality materials.
- vi. Preserve the high-level of accuracy reported by JSTOR from the March 2006 audit (99.83%).
- vii. Keep accurate statistics of all aspects pertaining to this project.
- viii. Assist the Shared Print Program (UCOP Systemwide Library Planning) with writing a final report and cost model.

8. New Initiatives and New Programs

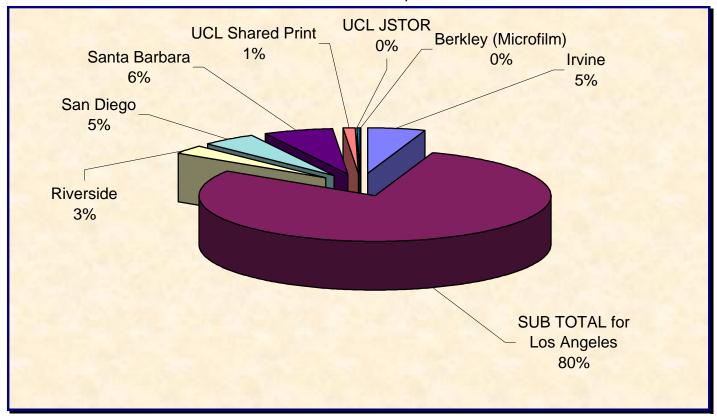
- i. Open Content Alliance: prepare for a major installation of on-site mass digitization of UC collections. The project, managed and supported by Internet Archive in partnership with UC, will include the installation of 10 scanning stations operated by a crew of 20-24 staff. Installation and launch of the project at SRLF is mid-July, 2006, with full capacity of two work shifts/10 scanners each shift in place by late September 2006. The impact on SRLF daily operations will be significant, including the move of on-site services into the Reception area and the Conference Room. In order to accommodate two shifts for the OCA Project, SRLF will add a second shift for career staff with responsibility for building security and safety during the evening hours.
- ii. SRLF managers, in partnership with UC/CDL staff and UCLA Library LIT staff, will meet regularly with the OCA managers to coordinate the identification of titles within the UCLA and SRLF collections, retrieval and delivery of titles to the scanning room, database tracking of collections, and routine progress reporting.

9. RLF Persistence Policy Implementation

This major policy change has implications for SRLF processing and for ILL/Access Services. The first significant impact to processing will be felt if campus libraries decide to mark pre-existing deposits as "non-persistent", or if they decide to transfer titles from circulating to special collections status. Changes to the online Voyager records will be required with either scenario, and it is impossible to predict at this time how large or small this workload might be. In addition to the new persistent status, there may be campus "recalls" for persistent titles which will require some special handling and attention from Public Service staff. Here too the potential workload of "recalled" titles is unknown, but the SRLF staff must be ready and able to accommodate these requests, to record the "recall" status in the Voyager record, and to track and monitor the number and incidence of these transactions. In coordination with staff at the NRLF, procedures will need to be implemented to respond to Recall requests and track their status.

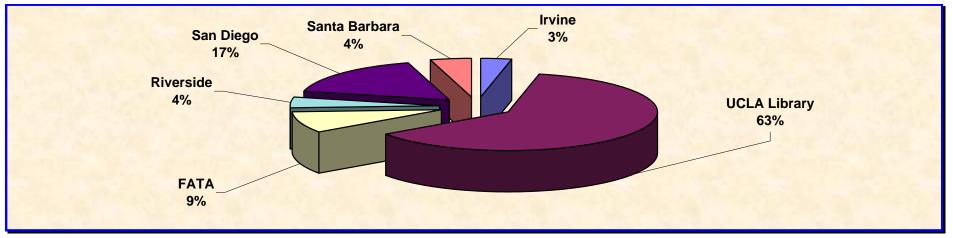


Campus Deposits In Volume Equivalents As Of June 30, 2006



	A.	B.	C.	D.
	Total Items	Total Volume	Volumes	Total Net
	Added as of	Equivalents	Deaccessioned	Volume
	6/30/2006	Deposited	from SRLF	Equivalent
Irvine	287,482	296,273	235	296,038
LOS ANGELES				
UCLA Libraries	3,537,180	3,859,712	3,944	3,855,768
Film & TV Archive	350,250	541,485	160	541,325
SUB TOTAL for Los Angeles	3,887,430	4,401,197	4,104	4,397,093
Riverside	160,221	166,657	457	166,200
San Diego	273,491	287,409	289	287,120
Santa Barbara	336,390	352,896	477	352,419
SUB TOTAL	4,945,014	5,504,432	5,562	5,498,870
UCL Shared Print	58,629	58,629		58,629
UCL JSTOR	9,675	9675		9,675
Berkley (Microfilm)	21,034	6,127	0	6,127
GRAND TOTAL	5,034,352	5,578,863	5,562	5,573,301

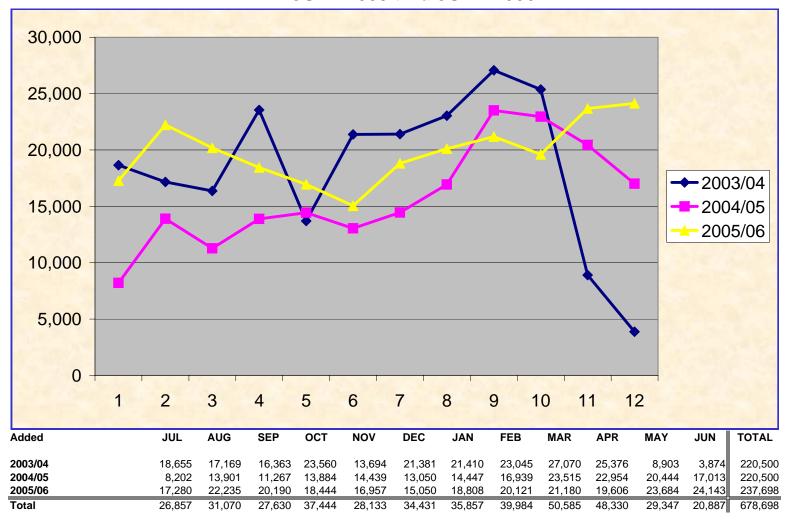
ITEMS RECEIVED
JULY 2005 thru JUNE 2006



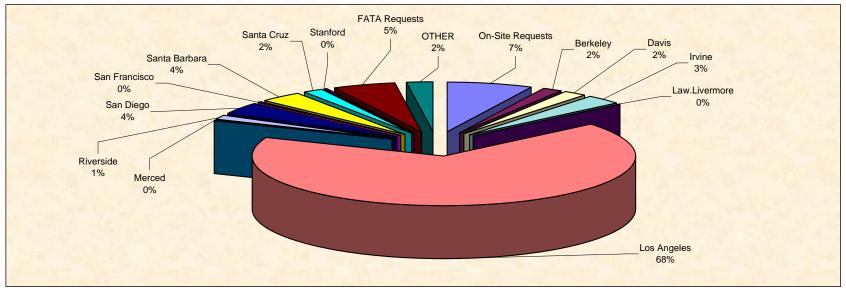
Number of Items Received

_	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	To Date
Berkeley			124						124				248
Irvine		2,895	3,504	1,378									7,777
Los Angeles													
UCLA Library	14,014	20,386	16,779	12,629	9,686	8,201	9,244	9,817	8,402	8,215	11,434	16,090	144,897
FATA	1,727	1,728	1,728	1,728	1,728	1,728	1,728	1,728	1,728	1,728	1,728	1,728	20,735
Los Angels. Subtotal	15,741	22,114	18,507	14,357	11,414	9,929	10,972	11,545	10,130	9,943	13,162	17,818	165,632
Riverside		848	1,837	960	1,259	277	166	739	2,138		2,002		10,226
San Diego			2,910		4,006	3,044		2,562	3,172	6,235	9,199	8,792	39,920
Santa Barbara	2,144			2,675					2,063		1,772	1,659	10,313
UC Shared Print	1,365	1,161	1,600	613	1,392		313	2,156	2,496	6,263	2,752	1,813	21,924
Deposits Received	19,250	27,018	28,358	19,983	18,071	13,250	11,451	17,002	19,999	22,441	28,887	30,082	255,792

ITEMS ADDED JULY 2003 thru JUNE 2006



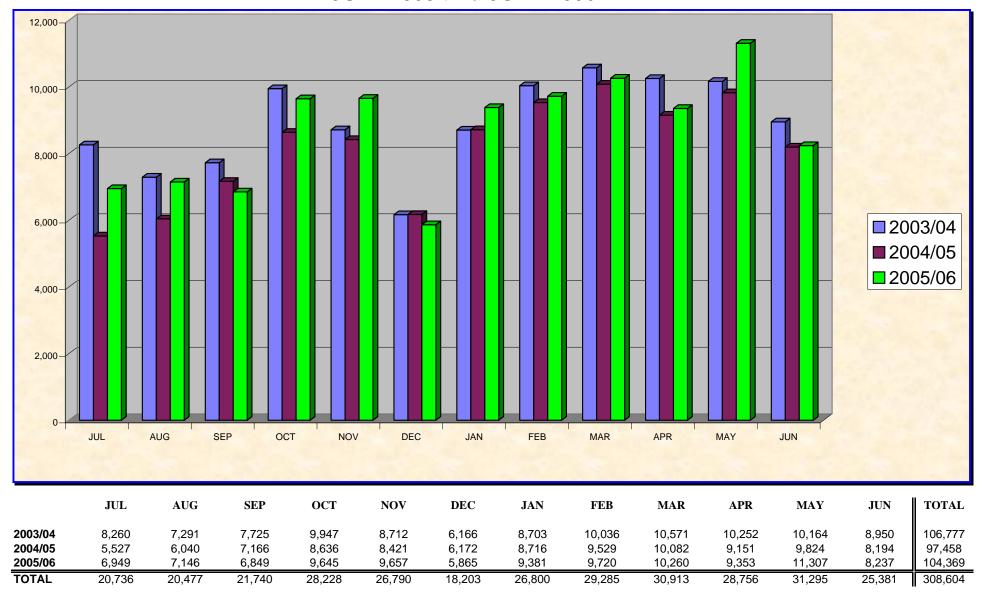
PAGING REQUESTS JULY 2005 thru JUNE 2006



	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	To Date
On-Site Requests	719	532	500	481	516	548	607	591	898	537	894	641	7,464

	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	To Date
Berkeley	58	92	132	192	206	89	180	243	209	183	128	102	1,814
Davis	144	176	163	173	166	86	211	188	164	164	186	131	1,952
Irvine	259	230	235	312	275	150	252	299	262	301	343	243	3,161
Law.Livermore	0	0	0	3	2	1	0	0	2	2	1	2	13
Los Angeles	4,517	4,951	4,573	6,575	6,832	3,922	6,113	6,571	7,150	6,330	7,727	5,078	70,339
Merced	7	17	17	26	41	18	32	31	16	30	24	12	271
Riverside	66	73	74	152	134	49	168	168	129	132	160	146	1,451
San Diego	223	189	251	551	366	156	454	402	327	449	405	261	4,034
San Francisco	34	28	32	29	26	10	15	18	24	33	23	21	293
Santa Barbara	250	206	220	383	330	281	516	330	217	360	412	233	3,738
Santa Cruz	114	82	120	182	150	75	221	208	198	139	166	103	1,758
Stanford	17	8	16	13	23	7	18	22	13	13	17	24	191
SUB TOTAL	5,689	6,052	5,833	8,591	8,551	4,844	8,180	8,480	8,711	8,136	9,592	6,356	89,015
FATA Requests	454	471	387	402	427	384	502	499	517	519	464	459	5,485
OTHER	87	91	129	171	163	89	92	150	134	161	357	781	2,405
GRAND TOTAL	6,949	7,146	6,849	9,645	9,657	5,865	9,381	9,720	10,260	9,353	11,307	8,237	104,369

PAGING REQUESTS JULY 2003 thru JUNE 2006



RELAIS & PHOTOCOPY													
Requests Filled by Web Delivery													
Direct to Patron (Relais	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	To Date
Berkeley	0	4	1	9	5	4	11			5	11	0	65
Claremont	5	9	11	6	0	0	0			0	0	0	33
Davis	14	24	10	15	28	11	14	19	22	18	22	13	210
Irvine	29	29	12	13	16	8	25	20	14	15	15	8	204
Los Angeles	4	7	7	25	12	5	7	4		0	2	2	81
Merced	8	1	4	7	12	5	12	7		5	12	0	75
Riverside	9	13	7	12	18	6	10			23	29	18	173
San Francisco	4	12	7	8	7	3	5	1		2	2	7	63
San Diego	28	34	15	40	35	30	68	42	40	23	47	34	436
Santa Barbara	22	32	16	35	40	72	82	53	41	32	52	32	509
Santa Cruz	6	12	15	32	18	10	8	21	18	8	19	16	183
Other	0	10	0	1	8	5	1	0		5	3	7	42
Total	129	187	105	203	199	159	243	196	166	136	214	137	2,074
Requests Filled by NON Web Delive	erv												
(Ariel for UCB, UCD, and Other	•												
Relais for everyone else	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	To Date
Azusa Pacific	3	·····	0	0	0	0	0			0	0		3
Berkeley	0	6	2	2	4	0	4	7		7	1	3	45
Bodega Bay	0	0	0	0	0	0	0			0	0	0	(
Cal Tech	0	0	0	0	0	0	0			1	7	4	12
Cedars Sinai	0	0	0	0	0	0	0			0	0	0	(
Claremont	0	0	0	0	0	0	0			4	1	5	15
Davis	0	3	8	0	2	0	1	5	7	5	5	3	39
Irvine	4	7	2	5	2	1	4	12	8	5	8	3	61
Law.Livermore	0	0	0	0	0	0	0	L		0	2	1	4
Loyola	0	0	0	0	0	0	0	0	0	0	0	0	
Riverside	0	10	4	1	5	0	5			9	3	11	65
San Francisco	6	4	0	0	1	0	1	0		5	0	0	20
San Diego	7	6	8	2	3	6	9	7		10	5	5	72
Santa Barbara	0	1	2	0	1	1	1	3		6	2	3	23
Santa Cruz	0	0	2	2	1	1	0	0	2	6	3	1	18
Stanford	0	0	5	0	1	1	0	0	1	1	1	0	10
UCLA Harbor	0	0	0	0	0	0	0	0	0	0	0	0	(
USC	0	0	7	0	0	0	0	0	1	0	1	1	10
Other	2	1	6	5	4	1	2	0		10	9	30	77
Total	22	38	46	17	24	11	27	42	60	69	48	70	474
Requests Filled by Photocopy	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	To Date
Berkeley[0		0	1	0	0	0			0	0		4
Cal Tech	0	0	0	0	0	0	0	0	0	0	0	0	C
Claremont	0	0	0	1	0	0	0	L		0	0		1
Davis	0	0	0	0	0	0	0	0	0	0	0	0	(
Irvine	0	0	0	0	0	0	0	0	0	0	0	0	(
Law.Livermore	0	0	0	0	0	0	0	0	0	0	0	0	(
Los Angeles	0	0	0	2	0	1	0	0	0	0	0	0	3
Riverside	0	0	0	0	0	0	0	0		0	0	0	(
San Francisco	0	0	0	0	0	0	0	0		0	0	0	(
San Diego	0	0	0	0	0	0	0			0	0	0	
Santa Barbara	0	0	0	0	0	0	0	0	0	0	1	0	
Santa Cruz	0	0	0	0	0	0	0	0		0	0	0	
Stanford	0	0	0	0	0	0	0	0		0	0	0	(
USC	0	0	0	0	0	0	0			0	0	0	(
Other	0	0	0	1	1	1	0	2	3	2	3	0	13