When Two Streams Meet: Joining Acquisitions and Federal Depository Processing

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When Two Streams Meet

Joining Acquisitions and Federal Depository Processing
Presenters

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Starting Point

- Federal documents had been processed in a separate unit of the library
- The Library reorganization brought Acquisitions and Regional Depository Librarian within the same division
- Staffing changes necessitated rethinking the old process
Former WTYL Organization

- Information Services
  - Reference
  - Federal Depository
    - Serials
- Electronic Resources
  - Systems
    - Desktop Sup
    - WWW
    - E-Text
    - Elec. Tech. Svcs
- Access Services
  - Circulation
    - Admin Srv
    - Interlibrary Loan
    - Distance Learning
- Preservation Services
  - Binding
    - Reprographics
    - Conservation
    - Shelf Prep
- Collection Services
  - Collection Dev.
    - Acquisitions
    - Cataloging
    - Gifts & Exchange
The New Org Chart

Carol Pitts Diedrichs
Dean of Libraries

Toni Greider
Associate Dean
Research and Education

Terry Birdwhistell
Associate Dean
Special Collections and
Digital Initiatives

Mary Beth Thomson
Associate Dean
Collections and Technical Services

Vacant
Director
Law Library

Janet Stith
Director
Medical Center Library

Pat Wilson
Associate Dean
Access & Delivery

Allan Vestal
Dean
Law School

Human Resources
Facilities
Budget
Development
Assessment
Division of Collections & Technical Services 2005

- Associate Dean
  - Collection Development
  - Acquisitions Serials & Monographs
  - Access Records Management
    - Database Integrity
    - Federal Depository Librarian
Federal Depository shipments work flow:
(12/16/04—smc)

* = tasks students could perform
Workflow Changes

- Removed the check of the superseded list from the receipt and check-in process
- Reduced the amount of preservation activities done during the receipt and check-in process
Proposed Workflow

- 1 person owns the entire shipment almost all the way through the process.
- Work shared among 3 technicians so there would always be coverage.
- Work divided between serials and monograph units to ensure coverage and be able to share expertise.
Federal Depository Shipments Proposed Workflow (August 2006):
(5/20/06—cps/smc)

One Person takes a shipment from beginning to the end of the check-in process (Yellow blocks). Review takes place during the sort. Preservation still handled by one technician (Green Block). Sorting and shelf prep are still handled by Regional Depository Librarian and student assistants (Purple blocks).
Transition Group

- Kate Seago, Acquisitions, Head
- Cecil Madison, Acquisitions, Serials (was handling receipt of documents)
- Carole Stevens, Acquisitions, Monographs
- Chris Worland, Acquisitions, Serials
- Sandee McAninch, Regional Depository Librarian
August 2005

- Federal Depository Graduate Assistant left
- Transition Group trained in the proposed workflow for federal documents
- Documentation was created
- Worked in pairs during training sessions
- Pairs shared expertise; Voyager versus documents
Feedback from the transition group was negative about the workflow:

- Delay while waiting for labels
- People were physically separate from the area where the shipments were held
- Need to claim promptly so we could not wait for labels to begin receiving process

Rethought workflow
New/Old Workflow

- 1 person receive the federal documents and handle through point of labeling
- 2 people do check-in of all shipments
  - Paper
  - Electronic
  - Microfiche
  - Separates
Federal Depository Shipments Workflow Divided between Receiving and Check-in (Fall 2005):
(5/20/06-cps/smc)

Yellow blocks are steps handled by receiving technician. Blue blocks are steps handled by check-in technicians. Lavender blocks are the steps which are currently handled by Regional Depository Librarian and students. This still includes a feedback review.
Yellow blocks are steps handled by receiving technician.

Blue blocks are steps handled by check-in technicians.

Lavender blocks are the steps which are currently handled by Regional Depository Librarian and students. This includes a review for performance feedback purposes.
Instructions Revised

- Documentation changed to reflect new workflow
- "Pink Slips" (superseded materials identification) go electronic
- Discover problems with processing notes not being in Voyager; notes are in separate documentation; slows down check-in process
- Long learning curve
Review Process

- All done by the Regional Depository Librarian
- Very labor intensive
- Has proved to be bottle neck, but it has helped us improve the instructions and add Voyager processing notes
- Will need to continue until majority of processing notes are in Voyager
Dispersal Process

- Multiple locations for shelving documents
- ARL stats require counting of some pieces but not others
- Many pieces require preservation before going to shelf
- Need to alert shelvers that materials are superseded or move from reference to stacks area
November 2005

- Added 2 more technicians from Acquisitions monograph unit to do check-in
- All 4 technicians doing check in would spend 5 hours per week
- Technician doing depository receiving would spend 60% of time on federal documents and 40% on serials check in
December 2005

- Retirement of Cecil Madison, technician doing the receiving of depository shipments
- Shifted receiving activities to students in Serials under the direction of the Senior Technician in Serials
Workflow Spring 2006

- Yellow blocks are steps done by Serials students.
- Tangerine block is step handled by Senior Serials Technician or Dept. Head.
- Green blocks are handled by Acquisitions technicians doing check-in.
- Lavender blocks are handled by Regional Depository Librarian and her student assistants.
Federal Depository Shipments Workflow January 2006:
(5/20/06—cps/smc)

Yellow blocks are steps done by Serials students. Tangerine block is step handled by Senior Serials Technician or Dept. Head. Green blocks are handled by Acquisitions technicians doing check-in. Lavender blocks are handled by Regional Depository Librarian and her student assistants.
Lessons Learned

- The notes the technicians needed should have been included on our Voyager MFHD records before training began.
- Needed a more well-defined process and instructions at the start of transition.
Possibilities To Explore

- More specialization
  - Separates expert
  - Microform expert

- Split shipments and have serials handle serials and monographs handle monographs