

Tech Services Report Library Advisory Board Report
Prepared by Marci Chen, Librarian Supervisor
November 2019

Statistics

	FY 2018	FY2019
New Bibliographic Records Added	14,582	15,983
New Items Added	23,419	22,673
Items Withdrawn/Weeded	17,049	15,295
Items Deleted	47,946	26,189

Staffing

DJ Siddens, our PT Library Tech for 20 years, retired in January 2019. We were sad to see DJ go, but happy when Samantha Morales-Hernandez joined the Tech Services team. Samantha had been a PT Library Assistant in the Hall Circulation Department for several years prior to her promotion to PT Tech. Samantha has quickly learned the ropes of mending and processing, and has been training new Tech Services volunteers to perform these tasks. She serves on the Adult Program Team, where her bilingual skills have been an asset on ESL registration nights.

Stephanie Harrison, our cataloging librarian, left Tech Services when she was promoted to Librarian II over Genealogy and InterLibrary Loan. John Hummel, Librarian I at JJGL, made a lateral move back to Tech Services, where he initially worked as a Cataloging Technician. John's expertise in the area of cataloging has been invaluable in filling the gap when Stephanie left. He has begun to train Laura Compton, Librarian I, who was assigned to Tech Services in Oct 2018, to catalog Storytime Kits and other specialized juvenile material, and John oversaw the relabeling of the Middle Grade collection. John serves on the Adult Program Team and has presented the popular Trivia Nights and Spelling Bees at Tupps.

Librarian I Laura Compton migrated to Tech Services from Youth Services in Oct 2018, and her knowledge of juvenile collections has been vital this year. Laura has worked on projects such as creating the Middle Grade collection, expanding the Holiday Picture Books to include more multicultural holidays, and reviewing juvenile selection carts and placing these orders. Tech Services has benefitted from Laura's deep understanding of our youngest customers, and she still presents several weekly programs for the Youth Team.

Ann Gustafson, Cataloging Library Technician, has continued to develop new skills this year. When Susan Kusterbeck retired in December, Ann stepped into the lead role of coordinating the ESL program. She has done a fantastic job of recruiting volunteers to teach and set up, guided the teachers through a curriculum change when we replaced the ESL course materials and went from 2 to 1 night per week to in August, and added a fall conversation class on Mondays. Ann also serves on the permanent MPLS budget team.

Candy Burnside, Sr. Acquisitions Tech, has had a great year. Candy attended the Leadership Academy, a 10-month training program given by the City of McKinney. She represents the library on the City's Safety Team and ADA Team. Candy joined the Youth Programming team this year and does a weekly Baby Lap-sit program at Hall. It's been satisfying to watch Candy grow as a supervisor and leader in our department.

Kristy Tebbetts, Acquisitions Tech, has also had a productive year. As part of the Outreach Team, Kristy visits Harbor Chase Assisted Living monthly, and can often be seen at various Outreach events. She went through facilitator training and is a sought-after facilitator for various ad-hoc project teams, including the permanent Budget Team. Kristy oversaw the project to repackage our Books With Audio (BWA) collection, ordering replacement parts for Storytime kits, trained TS volunteers to perform disc repair, and along with Candy, is responsible for coordinating Building Maintenance issues.

FY19 Highlights

The Tech Services department had a busy and successful year. Here are some of our accomplishments:

- Created a Middle Grade Fiction collection (2742 items) to bridge the gap between Juvenile Fiction and Young Adult Fiction. This was a multi-part project which involved development of criteria, analyzing our JF and YA collections, and relabeling existing items found on the shelf and catching checked out items when returned. This accomplished a collection development goal set in the Long Range Plan.
- Created new funds under the book budget for Kits and Projects.
 - The Kits fund \$4000 was used to replace and expand our Storytime backpacks and add additional Book Club Kit titles.
 - The Projects fund (\$9000) was used for a variety of one-time collection enhancement projects, based upon proposals we received from selectors. The FY19 projects funded were:
 - New ESL student and teacher guides
 - Role Playing Game (RPG) mini-collection to complement programming
 - YA refresh – books with male protagonists
 - YA large type titles for teens with visual impairment
 - PBS series on DVD/Blu-ray
 - Anime DVDs to complement programming
 - Urban Fiction genre refresh
- Expanded the Bilingual collection to include more languages to complement our Bilingual Storytime.
- Created a Local Author Collection to showcase works by authors who live in Collin County and/or that are relevant to Collin County.
- Continued to streamline our workflow to allow Tech Services staff time to participate in programming activities and project teams.
- Increased our Standing Order Plans to include more Juvenile and YA series and authors, added new plans for Juvenile Nonfiction series, and added additional Large Type authors.
- Negotiated a more competitive price for cataloging and processing services from our primary book vendor, Brodart. Our monthly price was reduced from \$3.94 per copy for English and \$4.94 for Spanish to a flat \$3.52 per item across the board. Brodart also added additional processing steps such as date stamping, genre labels, and added Continuations to full processing, which further streamlined our in-house workflow.
- Negotiated a better deal with Midwest, our primary DVD/Blu-ray vendor, to include RFID stingray tags as part of our processing without increasing the processing cost per item.

- Increased volunteer participation in Tech Services from 1 hour per week to 7-10 hours per week. The volunteers help us with Mending, Processing, relabeling projects, pulling and deprocessing weeded material, and DVD/CD disc repair.

Challenges and projects coming in FY20

The need to streamline our processes continues to be a priority. Since all Tech Services staff participate in programming, we continue to look for ways to leverage vendor services for tasks we used to perform in-house. Some of the efficiency-related projects we are exploring this year are:

- Receiving combined monthly invoices from our major vendors
- Continuing to utilize volunteers to perform repetitive, lower-skilled tasks
- Streamlining the NEW book labeling and cataloging
- Reclamation project with OCLC so that our holdings are more accurately reflected in the InterLibrary Loan system
- Extensive weeding projects at both branches in preparation for JJGL final construction phase and the Hall collection rearranging project
- Complete Middle Grade project for CD audiobooks and graphic novels
- Create additional genre collections for Adult Fiction.
- Add STEAM kits
- Rearrange the Hall Library collections to improve browsing and access
- Begin preparatory planning for in-house leveling of Easy Reader Fiction books, scheduled.