

Tech Services Library Advisory Board Report  
Prepared by Marci Chen, Librarian Supervisor  
November 2022

**Statistics**

	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
Bibliographic Records Added	7818	20719*	8585
New Items Added	16270	19792	21417
Items Withdrawn/Weeded	19279	17662	8657

\*Stripped out and reloaded eBook and eAudiobook records

**Staffing**

- Tech Services department was reduced from 6.5 FTE to 3.5 FTE in FY22, to reallocate staff to public services and JJGL. This reallocation was possible after continued streamlining of Tech Services workflow, leveraging vendor-provided cataloging and processing services, utilizing a team approach to mending, weeding, and projects formerly performed by Tech Services, and better utilization of volunteers.
- Current staff members:
  - Marci Chen, Librarian Supervisor and Adult materials selector
  - Laura Compton, Librarian I and Youth materials selector
  - Ann Gustafson, FT Library Technician, cataloging and MARC record specialist
  - Samantha Morales-Hernandez, PT Library Technician, cataloging and MARC record specialist, Tech Services volunteer liaison.

**FY21 and FY22 Highlights**

- Responded to supply chain issues which began in 2020 and have continued to affect how quickly materials arrive and the ability to purchase backlist titles.
- Centralized selection activities from 10 staff members across various departments down to 2 staff members in Tech Services. The goal was to increase efficiency/reduce duplication of effort, streamline the selection/ordering process, and allow public services staff to focus on programming and departmental goals.
- Implemented CollectionHQ, an action-based, collection performance improvement solution designed to help us maximize our current collections across all formats.
  - We send our collection data monthly and update circulation data weekly.
  - Action plans are created based upon the data and the benchmarks for each category:
    - Collection Check – no circulation for 4 years (many of these items were missing)
    - Dead items (Hall Library) – no circulation in 1 year (10% threshold)
    - Outdated stock check for nonfiction collections (older than 5 years, weed or replace)
    - Grubby items – over 40 circs for books, 80-100 for AV (weed or replace)
    - Rebalancing collections – identifying understocked and overstocked areas, transfer between branches, budget adjustments
    - Diversity, Equity, and Inclusion (DEI) and Marketing tools included

- Implemented ESP, a selection tool integrated into our book vendor which combines vendor-generated data with our unique data to provide predictive analytics at the time of selection. ESP provides two scores for each title, visible during selection:
  - BISAC score (0-10): Predicts how well a title will circulate in a specific BISAC category, drawn from various vendor data points.
  - Category score (0-10): Predicts the number of circulations the item will achieve based upon our circulation data.
  - ESP will also recommend quantities and distribution among branches.
  - ESP category ratings will improve over time, as more of our data is collected.
- Created a Romance genre collection (4421 items). This was a multi-part project which involved development of criteria (FY2019), analyzing adult fiction 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 2017 Long Range Plan.
- Improved Suggestion for Purchase process to include options for holds and placing InterLibrary Loan requests if items aren't purchased.

### **Book Budget Overview and Circulation Trends**

	FY19	FY20	FY21	FY22	FY23	Notes
Adult Books	70,000	66,000	49,000	46,000	44,000	FY21 Newspapers.com
Juvenile Books	121,000	113,000	103,000	94,000	96,000	Increased Standing Orders
Audio/Visual material	65,000	65,000	30,000	25,000	20,000	Decline in usage of physical AV formats
eBooks/eAudiobooks	24,000	26,000	78,000	88,000	148,000	Increase demand for digital format
Holds/Suggestions	18,000	20,000	27,000	36,000	38,000	Low hold ratio/high suggestion buy rate
Standing Order	36,000	44,000	42,000	53,000	53,000	Increased Juvenile Standing Orders
Spa, Kits, Proj, Mags	30,000	31,000	34,000	21,000	21,000	Print mags decreased, projects fluctuate
Cataloging/Processing	86,000	85,000	75,000	75,000	78,000	FY21 pricing negotiations

Total: 450,000 450,000 438,000 438,000 498,000

### **Challenges and projects coming in FY23**

- Continue to monitor vendor turnaround time.
- Continue CollectionHQ Action plans and explore Marketing and DEI modules.
- Evaluate CollectionHQ and ESP for effectiveness and cost.
- Continue to streamline Tech Services workflow
- Continue to improve Suggestion for purchase process
- Long Range Plan 2022
  - Refresh existing picture book special collections and add 3 additional picture book special collections.
  - Analyze current Adult Fiction genres and determine if changes are needed (adding additional genres, clarifying collection boundaries and hierarchy, etc.)
  - Begin planning phase to reclassify juvenile biographies and nonfiction to enhance browsing.
  - Begin planning expansion of foreign language collection.