General Observations:

DUL Technical Services spent the first quarter of FY17 engaged in defining its current challenges, SWOT analysis exercises and strategic modeling discussions in support of charting a path towards more functional and effective production. The work resulted in a plan submitted to EG for structural reorganization of Technical Services to better align strategic resources. If approved, anticipated changes will be announced publicly and made effective in the second quarter as the first phase of what will be a longer term transition.

The first Technical Services Forum was held August 24th and featured updates on FOLIO, TRLN Shared Discovery, TS SWOT analysis results, and a presentation of a DUL TS evolutionary timeline spanning twenty years. The TS Forum is a quarterly meeting for DUL TS staff to discuss best practices, impacting issues, emerging standards and technologies, and operational models to increase productivity and refine services. The Forum will also serve as a means of idea exchange and engagement with TS partners and stakeholders in order to align services with the Libraries’ strategic directions.

In September, DUL TS also welcomed Sara Biondi as the new Japanese and Korean Languages Order Specialist.

Highlights of work in support of strategic plan:

- ...75% of 600 titles identified for the ASERL Scholar’s Trust Print Retention project have been completed with data cleanup and added metadata. TS staff is on target to finish ahead of the December deadline.
- ...In preparation for renovation of its physical space, TS staff continue work with Duke Marine Lab Library to reclass, withdraw, and transfer identified journals to the LSC. The project is about 75% complete.

Workflow Productivity:

<table>
<thead>
<tr>
<th>Q1: Cataloging by Language Group</th>
<th>Copy</th>
<th>Original</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>3,262</td>
<td>771</td>
</tr>
<tr>
<td>Western European</td>
<td>2,552</td>
<td>869</td>
</tr>
<tr>
<td>Asian</td>
<td>953</td>
<td>214</td>
</tr>
<tr>
<td>Middle Eastern &amp; African</td>
<td>805</td>
<td>251</td>
</tr>
<tr>
<td>Slavic &amp; Eurasian</td>
<td>770</td>
<td>52</td>
</tr>
</tbody>
</table>

TS cataloged 10,457 new titles, providing copy cataloging in 43 languages and original cataloging in 34. Cataloged items included books and serials and other formats like 89 films, 156 maps, and 476 scores. This effort includes 273 monographs and 248 serials cataloged for the Rubenstein Library. Additionally, 33 publications were cataloged for the Duke University Press e-Duke Scholarly Books Collection and distributed by HighWire.

1 These figures include 545 titles copy cataloged by IAS and 82 titles copy cataloged by Divinity School. See note at end of report for group definitions.
Acquisitions processed over 8,500 new domestic and foreign orders this quarter. Processing of the large scale EBSCO subscription renewals and related invoicing containing over 2,309 titles was also completed. This quarter also saw 2,727 invoices processed totaling $1,297,736. Support was also provided for $7,200 in invoices for the Duke COPE Fund reimbursement program for scholarly publications.

- 1,963 volumes were sent for commercial bindery treatment, representing a decrease of 821 volumes processed during the first quarter of the previous fiscal year. In addition, the Shelf-Preparation team made ready 14,722 items and received and processed 3,065 Shelf-Ready titles.

- After previously completing metadata creation, Marta Conde worked with Maggie Dickson (DPPI), to finalize the International Broadsides collection and release it to the digital projects publication queue in August.

- Ellen Maxwell assumed the role of cataloger for Nicholas School of the Environment honors and Masters papers. She worked with Tracy Jackson, Technical Services Archivist for University Archives, to establish a workflow and monthly production targets.

### Outreach & Engagement

**Collections Data Working Group Workshop:** Virginia Martin and Jacque Samples contributed to the planning, documentation, and presentation of a workshop for selectors on the topic of evaluating and acquiring journals. They shared insights and expertise about the complexities of acquiring and making new content discoverable.

**TRLN Shared Discovery:** Natalie Sommerville began serving on the TRLN Shared Discovery Services Steering Committee, which is charged with responsibility for “the design and implementation of a new shared discovery layer to replace Endeca.

**GOKb New Directions Workshop:** Beverly Dowdy, Dracine Hodges, Virginia Martin, and Jacque Samples were invited by NCSU Libraries to participate in a workshop to help capitalize on the existing strengths of the project and engage with the new FOLIO collaboration. The group, which also included UNC staff, brainstormed challenges and potential solutions for issues that affect the electronic resources supply chain. The result of this September workshop was a report that highlights potential future directions, including exploration of partnership with organizations like DOAJ.

**Ivies+ Discovery Day:** Jacque Samples represented Duke University at the second event of its kind to participate in discussions with peer institutions about discovery ecosystems, technologies, and strategies.

**Duke University Press:** Lesley Looper, Jacque Samples, and Natalie Somerville worked with the Press to determine how best to manage its archival and working collections of monographic imprints and how to recruit interns to...
assist with this project. LibraryThing was proposed as a collection tool (instead of Aleph) and demoed to help Press staff understand how its features might meet their needs.

Duke Textbook Store: CMS staff are cooperating with the Duke Textbook Store’s request to have its bindery shipments picked up at Smith when a previous arrangement with Law was no longer an option. This arrangement has no impact on DUL bindery costs, but provides a modest savings for the Textbook Store.

Process Improvement

Suppressed Holdings Item Records: ERSM staff discovered item records attached to suppressed holdings records were displaying in Endeca. A request was submitted to IT requesting their suppression. This work will not only clear up patron confusion about items that should not be displaying, but will facilitate the itemization and move of locked stacks master negative microfilm to the LSC.

Training Provided During Q1:
- Holly Chang trained Annette Tillery (ADS) in Aleph location status changes for New and Noteworthy books which reduced steps in this activity. The result is a faster transition from New and Noteworthy to the stacks.
- Jacquie Samples and Holly Chang trained TS Holdings Management staff, Linda McCormick (Ford Library), and Barb Dietsch (Medical Center Library) in the new MARC standard for holdings summary statements for serials as part of Print Retention project engagement.
- Holly Chang trained ADS staff Andrea Loigman and Bobbi Earp to create simple item records to enable the checkout of locker keys or atypical materials to patrons.
- Holly Chang trained IAS staff Kris Troost and Luo Zhou to create simple item records for books, usually added volumes, they currently find shelved without barcodes.
- Natalie Sommerville and Jacquie Samples worked with Barb Dietsch (MCL) to begin providing joint planning, training, and running of Aleph services to normalize data around unclassified analytics currently at the LSC.
- Natalie Sommerville cross-trained Lesley Looper to serve as backup for managing Aleph permissions.

ACQ/CSD Meeting: A regular meeting between the Head of Collection Strategy & Development and the Acquisitions Management Team (Dracine Hodges, Virginia Martin, Bill Verner) has been established to achieve the following: regular communication and information exchange regarding local and consortial collections activities, avenue to respond to or give input related to CCG decisions that affect Acquisitions workflow.

Rubenstein Acquisitions Process: FY17 has seen the implementation of a new workflow for the Rubenstein acquisitions process. Specifically, the receipts portion of the process has moved back into Rubenstein TS while the invoicing process is handled by ACQ Accounting. This has improved oversight and accountability for each of these steps, aided by a weekly meeting between RTS and ACQ to review upcoming and/or open orders and unpaid invoices.

BUY@Duke Payments: Acquisitions Accounting has implemented a new process that requires any request for wire transfer/ACH payments be submitted through the Buy@Duke system. This tool has proven to be effective in providing faster turnaround time, tracking the status of submitted requests, and for holding all parties/departments accountable for their role in completing this task.

Special Situations:

Processing/Cataloging Backlogs:
At the end of first quarter, the backlog of monographs stood at 8,079 down from 8,577 at the beginning of the quarter. Despite a very good effort to address Arabic language monographs and the resumption of outsourcing
with Wuheba, this area of the backlog still stands at 1,896 titles. The Slavic backlog currently stands at 2,404 titles. In addition, items coming on the LC Arabic language approval plan, previously processed by the former Middle East & Islamic Studies Librarian, have not been processed. The loss of this capacity in IAS has resulted in a 3,000 item backlog of this incoming material. The DUL TS Management Team is currently strategizing about options to address backlogs via one-time or regular outsourcing as well as staffing considerations.

Q1: Backlog Summary by Language Group & Format

<table>
<thead>
<tr>
<th>Language Group</th>
<th>Books</th>
<th>Western European</th>
<th>Asian</th>
<th>Middle Eastern &amp; African</th>
<th>Slavic &amp; Eurasian</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>690</td>
<td>1,358</td>
<td>1,031</td>
<td>2,312</td>
<td>2,395</td>
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<tr>
<td>Middle Eastern &amp; African</td>
<td>5</td>
<td>2</td>
<td>11</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>Asian</td>
<td>104</td>
<td>100</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Western European</td>
<td>8</td>
<td>11</td>
<td>21</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>English</td>
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<tr>
<td>Computer Files</td>
<td>-</td>
<td>-</td>
<td>8</td>
<td>2</td>
<td>-</td>
</tr>
</tbody>
</table>

Notes for Cataloging and Backlog Charts

- Asian: Includes languages spoken in East Asia (northern and southeastern) and South Asia.
- English: Regardless of place of publication.
- Middle Eastern and African: Excludes publications in English, Afrikaans, French and other European languages. Slavic and Eurasian: Includes both Slavic and non-Slavic languages spoken in Easter Europe, Russia, and Central Asian countries that were formerly part of the Soviet Union.
- Western European: Regardless of place of publication.
- Backlog figures do not include serials shelved in ERSM.