FINDING A SEAT AT THE TABLE

What Access Services Brings to Changing Models of Collection Development

2015 ACCESS SERVICES CONFERENCE

Joyce Melvin and Michael Straatmann
WHO ARE WE?

Joyce Melvin
• ILL Manager

Michael Straatmann
• Circulation Manager
TRENDS IN ACCESS SERVICES

- Reduced Circulation
- Reduced Print Collections
- Increase in Resource Sharing
- Emphasis on PDA
- Combined Service Points
- Reduction in Staffing (All Units)
- Flexible Space Needs

http://www.clker.com/clipart-43438.html
SO WHAT DOES THAT MEAN?

- Changing role of Access Services
  - Perception vs. what we really do
- Changing budgets and funding
- Obligation to staff
- Maintaining relevance
NU RESPONSES

Services

• Combined ILL/Circulation
  • Do more with same # of staff
• Combined Service Point
  • “One-Stop-Shopping”
• Rethink Customer Service

http://libraries.unl.edu/libs
NU RESPONSES

Spaces
• Drastic re-envisioning of spaces
  • Learning Commons
  • Shared spaces with academic departments
    • Partnering with Student Services
    • Being a more active participant on campus
FINDING OUR SEAT

How does Access Services move forward in this environment?

- Understand historical role
- Identify opportunities for Access to move into
- Build the case for development
- Demonstrate value for institution
COLLECTION CONTENT

Historical

- Access Services responds to articulated needs
- Stacks Management/Requested Data
- Limited to collection size and space
- Never collection content (Reference)
Opportunities

- Changing nature of Library spaces
  - High Density Storage Facility
  - Learning Commons
  - Branch/Shared Spaces
- Need for massive movement
- Need to reduce collection footprint
- Short time lines!
COLLECTION CONTENT

Building the Case

• Tools
  • OPAC/Decision Center
  • Preservation Analysis
• Stats
  • Circulation/Bibliometrics/Publishing Trends
• Personnel
COLLECTION CONTENT

- Appointed to CPUC (Collection Planning)
- Provide not only data but strategically plan projects
- Partner with Technical Services on how to best retrieve AND utilize collection use information
- Partner with RIS(Reference) to make informed decisions
COLLECTION DEVELOPMENT
COLLECTION DEVELOPMENT

Historical

• Approval plans
• Special requests
• PDA via ILL adopted in 2003
  • Very limited

Opportunities

- Decreasing funds
- Changes to TS staffing
- Being more responsive to patrons
- Transition from liaison model
  - Retirements
  - Collection gaps
  - Cross disciplinary materials
COLLECTION DEVELOPMENT

Building the Case

• Tools
  • ILLiad and ILS

• Stats
  • Proven higher levels of circulation
  • Faster response times

• Personnel
COLLECTION DEVELOPMENT

• Appointed to CDC (Collection Development)
  • ILL data regularly incorporated into decisions
    • Monographs & Serials
  • ILL PDA identified as a primary acquisition tool
  • Purchasing criteria reviewed and updated regularly
RECENT CHANGES
RECENT CHANGES TO THE MODEL

• Redefine administrative groups
• CDC and CPUC combined to a new group
• Access Services still represented
• PDA primary mode of print monograph acquisition
• Performance based
• “Opportunities” continually presenting themselves
COMMONALITIES

• Data, data, data!
  • ILL
  • Circulation
  • Stacks (Current & Projected)
• Data tools – Retrieval & Analysis
• Willingness to experiment
• Publish and Present – Internal as well as External!
• Be Present!