

Rethinking Tech Services at Tisch Library

NETSL Annual Spring Conference
May 3, 2012

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Tufts

Rethinking Technical Services

How do we re-think our traditional print workflows to incorporate:

- Effective Electronic Resources Management
- Effective Database Management
- Metadata Services
- Build staff expertise
- How do we manage a changing environment?

How Are We Changing?



We have moved from

- Managing Print almost exclusively
- Managing Pieces and working with records

Toward

- Managing data
- Using our expertise in information organization to build services

What We Manage Today



- Budget expenditures
- Cataloging
 - Print, cds, dvds
 - Scores
- Authority Control
- Processing

What we Manage Today (cont.)



- ERM
 - Streaming (audio, video)
 - E-books and E-journals
- Database Maintenance
- Digital Bookplates

What We Manage (cont.)



- Metadata Services
 - Metadata for digital images
 - Taxonomy Creation
 - Quality Control for GIS Metadata
 - Consulting on DMPs
 - Metadata best practices for student created multimedia

What We Manage (cont.)



- Metadata Services (cont.)
 - Assisting students in TEI, xml creation
 - Publishing student research on Library Web pages

Tisch Tech Services in 2008

- Very traditional workflows – almost entirely print based
- Electronic resources (journals) were managed in Collections
- Few e-book collections, if MARC records were loaded they were done by Systems Librarian
- No management of non-MARC metadata in our Department

How did we move from Analog to Analog and Digital?

- Communication
- Looking for an opportunity
- Collaboration

Communication

- Conversations Within Technical Services
- Advocating for Technical Services within the Library
- Advocating for Technical Services outside the Library

Looking for an Opportunity



- At meetings, discussions
- Undertaking small projects
- It came from Tisch Library Collections Dept.

Collaboration



- Tech Services and Collections worked together
- Creating the webpage
- Showcasing the webpage
 - To Friends of the Library
 - On Tisch Library Webpage
 - To faculty

[Tisch Miscellany](#)

Collaboration

–It got noticed

- Tufts Daily
- Tufts University Website
- Chronicle of Higher Education

–But most importantly, it got used **by our faculty and students**

- Part of instruction and research
 - Classics Department
 - Art History Department

Other Projects



- Margaret Henderson
Floyd digitization
Project
- Assisting Students in
creation of digital
humanities projects
- Taxonomy creation

What's Next?

- Using Project Management Practices
 - To integrate workflows throughout the department
 - Build skills
 - Grow our services
 - Create opportunities

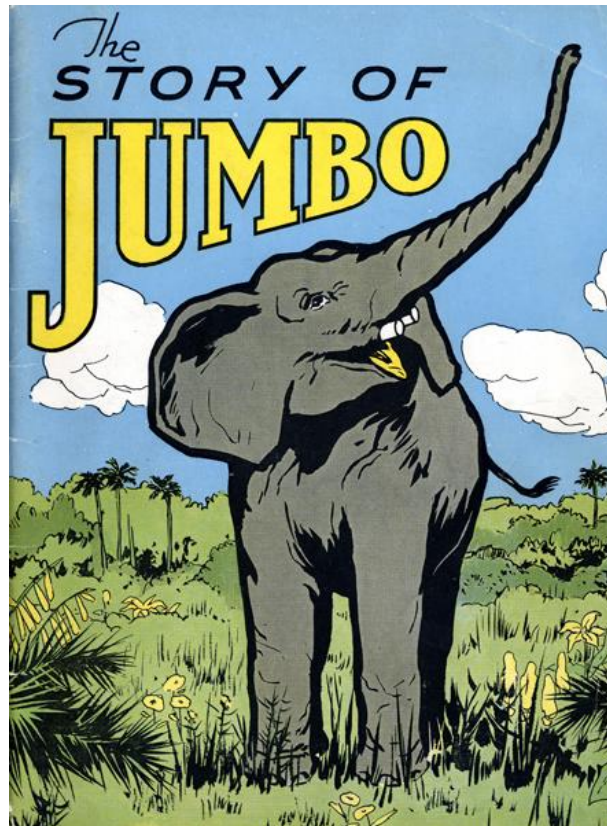
Final Thoughts

- Going forward Technical Services will operate in a **hybrid environment** of traditional and new practices
- We will be providing services – not just cataloging objects

Suggestions

- Have a strategy
- Keep trying things that will push you forward
- People will respond if we are trying to meet their needs. They will tell us what works and what doesn't

Thanks!



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