

Highlights of the Year

- **eThesis improvements** – Collectively, these improvements (see below) amount to a significant upgrade in the size, searchability and presentation of this online collection.
- **eDelivery growth** – 72% of all journal articles and 48% of all theses were delivered in electronic format, compared with 55% and 40%, respectively, last year.
- **Scanning growth** – Volume grew by more than 800% over last year, due to DSpace early adopters and several other campus groups which needed such conversion services.
- **OCR** – Optical Character Recognition became a standard byproduct of paper-to-digital scanning projects.

MIT Theses

- **Rush Processing of new titles** – Responding to an expressed need by students and faculty, we implemented a rush procedure with the Archives to deliver new theses in PDF to requestors within two weeks.
- **Abstracts included in Barton records** – Beginning in September, we facilitated the inclusion of abstracts in new catalog records for most doctoral theses passing through the system. This was done by scanning the abstract pages and using Optical Character Recognition software to convert them to text. Bobby Hall, the Thesis Cataloguer in Bibliographic Access Services, then pasted the abstracts into the records as he created them. This enhancement of the records greatly increases their searchability.
- **DLMITT Web page update** – The Digital Library of MIT Theses was brought into conformance with the rest of the Libraries' public Web.
- **Microform Scanner retired from service** – Our SunRise microform scanner, which was used to digitize most theses in our online collection, was finally retired from service. As a result, we moved this operation to an outside vendor – Preservation Services (OCLC) – and shifted our in-house focus to paper scanning.
- **Preservation Resources (PR) as scanning agent** – We established a relationship with PR to scan all thesis microforms which required digitization. This consists of weekly shipments of microforms and image files, allowing us to continue to convert theses to digital format without having to purchase and maintain such expensive equipment in house.
- **Modified pricing to reflect additional costs** – When a thesis order requires scanning from microform and exceeds a specified page limit, the price is increased incrementally per page to reflect the new out-of-pocket cost of scanning by our outside vendor.
- **Scanning of new paper theses** – With the shift of microform scanning to PR, we redeployed staff resources to scan most new doctoral theses from their unbound paper format. This produces a better digital image than microform scanning in most cases, and builds the online collection by anticipating titles which are most likely to be requested. There are now more than 6,800 titles in the DLMITT.
- **eSubmission** – Electronic submission of theses by authors increased significantly due to a couple of factors: Prof. Marcus Zahn, who heads the Course VIA Program, asks all students in his Program to do so; a flyer distributed with thesis covers encourages students to submit electronically as well as in paper. The Web page for eSubmission was made to conform with the rest of the Libraries' public Web. FUTURE: explore the creation of an eThesis community in DSpace.
- **Moving the microform collections** – We completed the inventory and move of roll microfilms to Harvard Depository, and shifted the location of the fiche collection from Hayden Basement Stacks to an area inside Document Services. This improved security for the seldom-used rollfilm collection, provided much more convenient access to the fiche collection, and cleared the Basement Stacks for other library space priorities.
- **Nobel Thesis Web Page** – During MIT's remarkable autumn of Nobel Prizes, we mounted a Web site containing links to the online theses of all past winners with MIT degrees.

Scanning Projects

- **LIDS** – More than 75,000 pages of technical reports for the Laboratory for Information and Decision Systems, a DSpace early adopter.
- **CTPID** – Documents from two areas of the Center for Technology, Policy and Industrial Development, another DSpace early adopter – the International Motor Vehicle Program and the Technology Law Program.
- **PSFC** – Technical reports and theses from the Plasma Science and Fusion Center.
- **AILab** – Technical reports from the Artificial Intelligence Laboratory.
- **Academic Services** – Student course evaluation forms at the end of each semester.
- **BCS** – Course material for 12 classes in the Department of Brain and Cognitive Sciences.
- **E-Reserves** – Readings for about eight classes in Humanities, Urban Studies, Science Technology and Society, Brain and Cognitive Sciences, and Economics.

Systems Changes/Enhancements

- **OCR** – Added a high-end optical character recognition program – Prime OCR. This software had been purchased by *The Tech* for a specific project; when the project ended, former Editor Greg Kuhnen offered it to DS at no cost, knowing that we would put it to use. DS has used it extensively and now includes OCR on much of the scanning it performs.
- **Additional duplex scanner** – Purchased another Fujitsu duplex production scanner to enable simultaneous work on two jobs while still allowing daily document delivery via Web-Docs and Ariel.
- **PC upgrades** – Acquired six new PCs – two for production and four for the front office and searching staff – as well as two flat panel displays, and adopted Windows 2000 as the operating system.
- **Additional hard drives for server** – With the influx of more scanning projects, we found the need for more temporary storage space for image files. Sixty gigabytes of storage were added to our local server, Comstock.
- **New Intaglio** – I/S replaced the Athena machine in DS, which acts as an upload device for newly scanned material destined for the Digital Library of MIT Theses.
- **ClearCommerce** – Made progress in moving toward the use of MIT's new eCommerce solution. When implemented by MIT's Accounts Receivable Department, it will allow more efficient batch processing of our credit card transactions.
- **Big Shot** – Added this text enlargement software to a couple of workstations to improve readability for staff.
- **Ariel** – Purchased and installed the latest version of RLG's document delivery software, Ariel 3.03, and we are utilizing it for standard fulfillment of article and technical report requests to other Ariel sites. We plan to move our Web-Docs desktop delivery service from the Prospero application to Ariel as well.

Public Copying and Printing

- **Photocopying** – Continuing the trend of recent years, public copying dropped another 22% this year from last, most of it due to reduced use of traditional print resources and the corresponding increased use of online fulltext sources. The volume of copying and its corresponding revenue is now less than half of what it was in 1993.
- **Public printing** – Completing its first full year of operation in the MIT Libraries (having been implemented in the Spring of 2001), the UnipriNT Management System by Pharos performed remarkably well. A small handful of minor problems were quickly resolved. Revenue paid the ongoing expenses of the system, with a modest surplus (<\$500) to put forward to next year. Volume of printing came to about 150,000 pages, or about one-third of the total volume in the last year of free printing.
- **Recycled paper** – We were finally able to make the change to a recycled paper stock, now that MIT has identified one which works consistently well at a reasonable cost.
- **Minor additions** – In order to improve our backup capability with regard to the copy card vending equipment, we purchased an additional vending machine which we keep on hand to swap into one of the three main copying locations should the need arise. We also acquired the sorting/stapling feature for one of our departmental copiers, allowing us to automate some copying jobs.

Special Alliances with Outside Organizations

- **MUST** – MIT has formed an alliance with the Malaysian University of Science and Technology resulting in the need for some ongoing services and support by the MIT Libraries. Document Services has assisted in this effort and will continue to do so on a cost-recovery basis.
- **Olin College** – The Olin College of Engineering, scheduled to open in the Fall of 2002 at its new campus in Needham, has made arrangements with Document Services to provide fee-based borrowing privileges and document delivery for their faculty and students.

Miscellaneous

- **CD collection to HD** – The large set of compact disks (ca. 2,500) on which the high-resolution images from the Computer Science Technical Report project are stored, was transferred to the Harvard Depository.
- **Film processing costs** – Now that our roll film processing activities are solely in support of a single outside customer – the Harvard College Library and their large preservation filming department – we raised the price to reflect the full cost of the operation.
- **Sloan Working Papers** – DS has been assigning WP numbers to new titles written by Sloan authors since 1994, when the Sloan WP staff was eliminated and the distribution operation was transferred to us. The number assignment task was meant to be temporary, but was very difficult to shed once we had it. Finally this past year, when Sloan began to address its WP publication issues as a DSpace early adopter, the responsibility for assigning numbers to new publications was taken back by the Sloan Communications Office. Hurray! We continue to be the paper distributor of the series.
- **Ergonomics** – DS began making changes to our computer workstation configurations in order to address ergonomic issues identified by MIT's Environmental Health Service.
- **Invoicing policy change** – With the cooperation and encouragement of MIT's Accounts Receivable Department, we implemented a policy change designed to encourage credit card prepayment by one-time, small dollar amount, customers. Such prepayment avoids the costly invoicing process which is borne by both DS and A/R, and assures full payment.
- **Loan surcharge** – We implemented a surcharge to discourage extended overdues on book loans outside of MIT, a habit of some regular corporate borrowers.
- **RSC/DS pilot project** – Began an experiment with the RSC this Spring to receive journal article orders in PDF via Ariel. This eliminates the need to ship those volumes back and forth between RSC and DS, as well as facilitating electronic document delivery from DS to the end user. Very successful to date!
- **ILP Pubs** – Shifted to electronic publications delivery to most ILP members via Web-Docs.
- **FedEx** – Converted to Web-based FedEx shipping, eliminating the need for special FedEx hardware and saving space.
- **BLC/UPS Delivery** – Members of the Boston Library Consortium implemented a new shipping method for returnable items, making use of the United Parcel Service and their infrastructure of high-volume express shipping. To date, it has been a significant improvement over the former courier service.

Staff

- **Comings** – Pete Cocaine (full-time Technical Assistant, Copiers and Documents) and Laurie Chartoff (Library Assistant, Customer Service)
- **Goings** – Beth Burke (Library Assistant, Customer Service) and Ann Ferullo (Technical Assistant, Documents)
- **Marc Desrosiers** – Sad to report that this former staff member died suddenly of a heart attack in March. He had worked at Brigham and Women's Hospital since leaving MIT in 2000.
- **Casual help** – Fran Rosen served for several months as a part-time assistant in the Searching section.
- **Infinite Mile Award** – Two DS staff were honored this year: Michael Cook and Neal Johnson, in the category of "Results, Outcome, and Productivity" for their exemplary work on the LIDS scanning project. Congratulations, guys!

- **Schedule change** – Judith Gallagher (Administrative Assistant) reduced her hours from 35 to 22, reflecting the current administrative support needs of the department.
- **NELINET Presentation** – Keith Glavash presented “Building Cataloging Records for Electronic Theses at MIT” at a NELINET Conference titled *Moving Beyond the Catalog: Bibliographic Access in a Web World*, December 2001.
- **Conference/Seminar attendance**
 - Christine Quirion
 - Visions of the Future
 - NEASIS – The Future of Fair Use
 - NELINET – Interlibrary Loan Annual Meeting
 - Keith Glavash
 - ETD 2002 – The Fifth International Symposium on Electronic Theses and Dissertations
- **Training**
 - Christine Quirion
 - Essential Facilitation (MIT HR)
 - Doing, Managing, Leading (MIT HR)
 - How to Give Performance Evaluations (MIT HR)
 - Introduction to XML (Simmons GLIS Continuing Education)
 - TAUGHT: Dreamweaver Templates for Subject Selectors (w/ Ben Schwabe)
 - TAUGHT: LACWI What do you think? sessions
 - Tim Sheehan
 - Accounting
 - Dealing with difficult customers
 - Bill Guarente
 - I/T Partners session on Network Security
 - Margo Miller
 - Refresher on Aleph staff interface
 - Judith Gallagher
 - Several SAP User Group sessions
- **Committee assignments**
 - Circulation Committee – Betsy Nichols
 - eReserves Working Group – Christine Quirion, Keith Glavash
 - DSpace Transition Team – Keith Glavash
 - 3D (Digital Document Delivery) Working Group – Christine Quirion
 - Alumni Users Group – Christine Quirion
 - Outside Users Group – Keith Glavash (chair)
 - Library Council and PSMG – Keith Glavash
 - Library Advisory Committee for Workplace Issues – Christine Quirion

Business and Financial (see statistics on the last page of this report)

- **Revenue** – Overall revenue from services was up by 10% due to several factors:
 - This was the first year of full reimbursement through student thesis fees for the costs of microfiche production and UMI abstracting of theses. In the past, Document Services has borne a portion of that cost.
 - The substantial increase in charges passed on to the Harvard College Library for their archival film processing in Document Services.
 - The large increase in scanning volume generated extra revenue.
- **Business volume**
 - Document delivery remained fairly steady in the large categories of theses and journal articles, but dropped by 8% in book lending and 25% in technical reports. The tech report drop is due to the increasing number of MIT publications now available on the Web.
 - Library photocopies continued their drop – this year by 22% - due to the growing number of fulltext online resources.
 - Scanning volume grew from about 20,000 images in FY01 to nearly 200,000 this year.

Major Plans for the Coming Year

- **Color scanning** – Acquire a production-level color scanner so that color course materials as well as color portions of theses can be captured digitally.
- **COM thesis fiche** – Investigate developments in Computer Output Microfilm technology to determine if it is feasible to create archival-quality fiche directly from electronic files. If so, this development may help to facilitate a more aggressive move toward electronic thesis submission.
- **DSPACE Community** – Investigate the creation of a DSpace community for electronic theses, which would substitute for the current infrastructure developed several years ago as a temporary solution by I/S.
- **Improve space in the department** – Put attention and resources into upgrading the working space throughout the department. Address work surfaces, lighting, office enclosures and individual workstations to improve the productivity, ergonomics and comfort of our areas. Continue to remove unnecessary clutter and unneeded materials, including the Sloan Working Paper collection.
- **Slide service** – Cease the production of microfilm slides and get rid of the equipment.

Keith Glavash
July 10, 2002

DOCUMENT SERVICES

Comparison of annual business volume over several years

| | FY98 | FY99 | chg | FY00 | chg | FY01 | chg | FY02 | chg |
|-----------------------|-------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|
| Theses | | | | | | | | | |
| paper | 2,609 | 2,331 | -11% | 2,113 | -9% | 1,311 | -38% | 1,136 | -13% |
| fiche/film | 1,165 | 994 | -15% | 1,089 | +10% | 1,046 | -4% | 975 | -7% |
| electronic | NA | NA | NA | 565 | NA | 1,586 | +157% | 1,932 | +22% |
| total | 3,774 | 3,325 | -12% | 3,817 | +15% | 3,940 | +3% | 4,043 | +3% |
| \$\$ | \$175,026 | \$174,856 | 0% | \$173,500 | -1% | \$149,658 | -14% | \$151,362 | +1% |
| avg \$\$/thesis | \$46.38 | \$52.59 | +13% | \$46.06 | -12% | \$37.98 | -16% | \$37.44 | -1% |
| Tech Reports | | | | | | | | | |
| ## | 1,733 | 1,369 | -21% | 1,083 | -21% | 868 | -20% | 655 | -25% |
| \$\$ | \$26,903 | \$30,936 | +15% | \$26,095 | -16% | \$18,431 | -29% | \$17,426 | -5% |
| avg \$\$/report | \$15.52 | \$22.60 | +46% | \$24.10 | +7% | \$21.23 | -12% | \$26.60 | +25% |
| Journ Articles | | | | | | | | | |
| ## | 13,033 | 13,126 | +1% | 11,011 | -16% | 10,338 | -6% | 10,622 | +3% |
| \$\$ | \$131,993 | \$150,987 | +14% | \$118,991 | -21% | \$116,995 | -2% | \$119,122 | +2% |
| avg \$\$/doc | \$10.13 | \$11.50 | +14% | \$10.81 | -6% | \$11.32 | +5% | \$10.87 | -4% |
| Book Lending | | | | | | | | | |
| ## | 2,986 | 3,119 | +4% | 2,886 | -7% | 2,947 | +2% | 2,721 | -8% |
| \$\$ | \$46,467 | \$53,144 | +14% | \$49,038 | -8% | \$51,251 | +5% | \$47,174 | -8% |
| avg \$\$/loan | \$15.56 | \$17.04 | +9% | \$16.99 | 0% | \$17.39 | +2% | \$17.34 | 0% |
| TOTAL Docs | | | | | | | | | |
| requested | 32,142 | 31,254 | -3% | 31,493 | +1% | 29,178 | -7% | 27,380 | -6% |
| filled | 21,686 | 21,045 | -3% | 18,815 | -11% | 18,093 | -4% | 18,041 | 0% |
| fill rate | 67% | 67% | | 60% | | 62% | | 66% | |
| Photocopies | | | | | | | | | |
| volume | 3,039,329 | 2,733,288 | -10% | 2,546,529 | -7% | 1,911,639 | -25% | 1,489,809 | -22% |
| \$\$ | \$265,798 | \$250,655 | -6% | \$233,517 | -7% | \$174,732 | -24% | \$149,080 | -15% |
| Scanning | | | | | | | | | |
| volume | 2,193 | 21,293 | +871% | 22,052 | +4% | 21,630 | -2% | 198,094 | +816% |
| \$\$ | \$970 | \$5,397 | +456% | \$4,377 | -19% | \$3,466 | -21% | \$35,273 | +918% |
| Microforms | \$162,345 | \$142,097 | -12% | 114,540 | -19% | \$115,903 | +1% | \$185,366 | +60% |
| Misc | \$52,587 | \$36,580 | -30% | \$32,757 | -10% | \$36,807 | +12% | \$27,434 | -25% |
| TOTAL \$\$ | \$862,089 | \$844,652 | -2% | \$752,815 | -11% | \$667,243 | -11% | \$732,237 | +10% |