

DOCUMENT SERVICES ANNUAL REPORT, 2004-2005

Highlights of the Year:

- ILB joins Document Services
- Theses move to DSpace
- Collaboration with CopyTech on photocopiers support
- Improvements made to business processes
- Scanning projects continue, small but many
- Privilege Card trends and issues

ILB Team joins Document Services

- The ILB team joined Document Services in March of this year. Prior to the move, many changes were made to the physical space in 14-0551 including the removal of cubicle walls (which have been repurposed in the imaging area) painting, and electrical work. These space changes have been beneficial to staff throughout the department.
- While the ILB team was moving into their new space, the lending and borrowing sections participated in a study sponsored by the Boston Library Consortium which determined the relative costs of interlibrary borrowing and lending among BLC libraries, and turnaround time for returnable and non-returnable items. The study results provide a good benchmark from which we can measure future changes in the components of MIT's interlibrary loan functions. The data for the cost study was based on expenses and policies from the 2004 academic year, and does not reflect the recent reorganization and staffing level. For borrowing, turnaround times were 11.44 days for returnables and 5.75 days for non-returnables. For lending, turnaround times were 1.3 days for returnables and 1.13 days for non-returnables.
- ILB sets record for the month of March; over 1,500 requests for articles, books, and book renewals were processed. While it is customary for the borrowing team to process between 1,100 and 1,300 requests per month, 1,500 requests is a significant increase, which took place in the same month that the borrowing team was relocated. This was truly an achievement for the Interlibrary Borrowing team.
- Changes at OCLC dictated the retirement of OCLC's ILLMe, Passport, and ILLWeb services on May 8, 2005. All institutions were forced to migrate to OCLC's new WorldCat Resource Sharing platform, or to use ILLiad. Since we still hope that use of ILLiad is part of ILB's near future, ILB staff are now using WorldCat Resource sharing to process requests. This change also required discontinuing the use of the Clio database, except for instances where requests to lenders must be initiated outside of OCLC or via ALA forms.
- ILB staff members and the Technical Supervisor offered instruction sessions to public service desk staff to prepare them to use WorldCat Resource Sharing to respond to patron status inquiries and other ILB related questions. Approximately 20 staff attended the sessions, which were held in the DIRC.
- In May of 2005, ILB discontinued use of the ED system to delivery articles to patrons via web. ILB staff was spending a great deal of time responding to issues with the ED system each day. ILB users are now downloading articles through the web via Web-Docs, which is now being used to support ILB, ILL, and Document Delivery for MIT and non-MIT users.

Thesis Trends and Developments

- Migration of online thesis collection to DSpace: In May, ~10,000 theses were added to MIT's DSpace repository. Moving the theses into DSpace was a collaborative effort between the staff of the Digital Library Research Group, Systems and Technology Services and Document Services.

- Several configuration and programming changes had to be made to MIT's instance of DSpace to support thesis specific metadata and indexing requirements, appropriate levels of access for MIT and non-MIT users, and the link to Document Services order forms for non-MIT users.
- STS staff converted the thesis image files located at theses.mit.edu to PDF format for inclusion into DSpace, customized scripts for the harvesting of metadata from Barton, and batch loaded the thesis PDF files into DSpace.
- In June, ~350 student submitted theses were added to the DSpace collection in a batch load.
- Quality control work still continues with the theses. An error occurred during PDF processing, and many scanned theses were missing page 2. STS is in the process of loading the corrected PDF files.
- As the loose ends are tied up, the need for a thesis submission mechanism within DSpace is again highlighted. Document Services staff have been manually harvesting electronic thesis files from students and storing them until the paper copies have been processed in the MIT Libraries. In the past year 100 new theses were collected from students. The current method for collecting theses from students is time intensive for staff, and requires additional work to add metadata to the items so that they can be properly tracked and released 3 months after the student's degree date. Additionally, this mechanism does not capture user created metadata, and requires the student to know how to use an FTP client.
- A large amount of time has been spent in the past year by the staff of Document Services, the Institute Archives, CAMS, and STS to examine current practices for both paper and electronic theses. There is agreement that policies for the distribution of paper and electronic versions of theses need to come into better alignment across units.
- Although a few issues have to be addressed with the DSpace thesis collection, user response has been quite positive. MIT users are currently being referred to DSpace for self-service access to theses that are online and we have received positive feedback from MIT users about this feature. More publicity for the collection is planned for the fall semester, and this should increase use. The web links on the libraries public web site that point to theses.mit.edu will be changed after all of the page 2 errors have been corrected, which will also increase use.
- In the few months that the collection has been available we have seen usage statistics of 58,408 "MIT-Only" PDF files downloaded, and 117,746 "Preview-Open to All" PDF files downloaded by individuals without MIT web certificates. These statistics are new, and should continue to be monitored. As MIT and outside users are no longer required to request theses one at a time from Document Services, an increase in usage of theses online was expected, however, this represents an increase in thesis file usage of 2000%, from 2,788 for MIT-Only and 4,022 from non-MIT users in the previous year.

Improvements to business processes

- Modifications were made to our billing practices. Credit card users receive confirmation of credit card charges via email through MIT's ecommerce system, and non-credit card users are invoiced via PDF file when they request electronic delivery of their order.
- The department was printing 4 copies of each patron invoice on specialized invoicing paper until this year. Adjustments were made to the invoices generated by our MS Access database, and invoices are only printed when items are going to be mailed to patrons. The costly expense of specialized invoice paper was eliminated, the MIT Libraries new dome logo was added to the invoice template, and our printing and mailing costs have been reduced as a result.
- Requestors are encouraged as often as possible to make use of electronic delivery options to reduce mailing, faxing, and other shipping charges. While mailing was the dominant shipping method in past years, web-docs delivery has now become the most commonly chosen option among ILL and document delivery patrons for articles.

Library Copiers

- Use and revenue from public photocopiers in the MIT Libraries continue to decline, this year with a total of 822,020 copies made across the system, which was a decrease of 16% from last year, and a decrease of 57% from FY 2000.
- Hours allocated to public photocopier were further reduced after the departure of Pete Cocaine.
- Since December, the staff of MIT's Copy Technology Centers has been taking care of the public copiers. This trial arrangement has been successful to date, with positive feedback from library staff and users, as well as Document Services staff.
- The decision was made in June to continue this trial arrangement with CopyTech, and to turn over most of the photocopier responsibilities to CopyTech. Document Services will continue to sell copy cards in 14-0551, however, CopyTech will also begin to sell cards in their building 11 facility, and has taken over ownership of the library copiers as well as all responsibilities for collecting and depositing funds, copier maintenance, and statistics collection in the coming fiscal year.

Scanning

- Scanning for web-based courseware continues to grow. Images were scanned for the MIT Libraries Electronic Course Reserves program, Open Course Ware, individual classes not participating in E-Reserves, and the MUST program.
- Interest in scanning for academic departments and centers at MIT continues, however, the scanning projects completed in the past year were smaller than previous years in terms of number of images scanned. Back issues of student publications such as *Counterpoint* and *VooDoo* were scanned, as well as several small collections of personal research materials for staff in CSAIL and other departments.
- Out of print text books or manuscripts which authors wished to edit or republish were the most commonly scanned materials this year.
- Document Services staff have created a system to coordinate the scanning of theses that are being removed from the collections of the Engineering and Science Libraries. Theses from the ESL are stored in Document Services and scanned as time allows. This has enabled us to continue thesis scanning when there are gaps in the cycle of biweekly thesis lots from the Institute Archives and has also provided work for staff to do in the rare instances when there are no scanning projects. 239 theses from the ESL were scanned this year.
- The amount of color scanning completed in the past year has increased as well, which includes scanning projects that include color images and requests for color images in Web-Docs articles.

Privilege Card Trends and Issues

- Significant groundwork has been laid in the past year to address the longstanding issue of the sharing of MIT Libraries Privilege Cards and the decrease in privilege card enrollments (excluding Privilege Cards issued to staff of ILP member companies).
- A corporate discount program has been established where companies can purchase multiple cards for their users at a discount. We hope that the new plan will stimulate corporate users of the MIT Libraries to purchase additional cards within their organizations or to take advantage of the interlibrary lending program.
- Letters were sent to Privilege Card users in June to remind users that Privilege Cards may only be used by a single individual and to advertise the new corporate discount option and our interlibrary loan service.

Staffing

- Staff changes:
 - Peter Cocaine (departure)
 - Marie Cloutier (arrival & departure)
 - Jackie Gaston (arrival)
 - Michael Pavelecky (arrival)
 - Katie Harris (arrival)

- Changes to the Staffing model:
 - Fewer hours for customer services staff and imaging section.
 - Imaging section breaks the 9 to 5 mold, is now staffed from 8am to 7:30 pm.
 - Delivery Services staff are helping to packaging ILB returnable books.
 - Use of casual workers, like Nik Gulascik, for ILB.
 - Copiers support adjusted to fewer hours, shared with Copy Technology Centers.
 - The hours of operation for our public service desk should be reviewed in the coming year to better meet the needs of customers who do not use our services in person, and to address the revolving 24 hour cycle of requests received via web and email for lending, document delivery, and borrowing.
- Staff Training & Conferences
 - Christine Quirion: attended ALA Midwinter and Annual, including the Changing Currents of ILL pre-conference, and OCLC's first International ILLiad Users Group Meeting. Christine taught two classes during IAP: Document Scanning 101 and Finding MIT Theses in DSpace.
 - Betsy Nichols: web publishing training at MIT, member of Web Contacts group.
 - Marie Cloutier, Katie Harris, and Michael Pavelecky: attended NELINET training for World Cat Resource Sharing.
 - Daniel Pribble: served on Circulation Committee.
 - Bill Guarente: served on Computers Support Group, and LACWI.

Major Plans for the Coming Year

- Implement ILLiad for ILB.
- Migrate secure credit card payment forms on the MIT Libraries web server to IS&T's e-commerce server.
- Acquire book scanner to better address the need to scan bound materials from the MIT Libraries collections and improve overall image quality.
- Complete thesis migration to DSpace and promote thesis self service for the MIT community.
- Move invoicing functions from MS Access to ILLiad for lending and document delivery.
- Establish cross-training program for lending, borrowing, and customer service teams. Review and improve processes among all three teams to foster easier collaboration and improve patron service.
- Explore the topic of unmediated ILL to improve service and turnaround time for MIT patrons.

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