

Table # 3

Table Topic: Changes in Technical Service in a Digital Environment

Participants: 1. Craig Elam (Facilitator) elamc@has.unt.edu
2. Junie Janzen, (Recorder) junie-janzen@ouhsc.edu
3. Dalia S. Kleinmuntz dkleinmuntz@enh.org
4. Jennifer McKeenan jssavage@iupui.edu
5. Bette S. Sydelko Bette.sydelko@wright.edu
6. Michael Wood mawood@med.cornell.edu

(All registrants were present)

Topics Discussed:

The discussion began with introductions. The group consisted of one hospital librarian; 3 technical services/electronic resources librarians from academic health libraries; 1 public service librarian from an academic health library; and 1 library school student.

Craig passed out several handouts he brought for the group--an annotated bibliography of recent articles, a diagram illustrating the steps involved in dealing with e-resources, and a list of steps required to make e-resources available. (see attached .pdf file)

1. The group agreed that administering e-resources is more complex and time-consuming than dealing with paper subscriptions.
2. Most libraries are moving to electronic journals. Even when print subscriptions are maintained, the number of electronic journals provided to patrons far outnumbers the print.
3. We discussed the changes in job responsibilities involved in the move from print to electronic. Job descriptions are being re-written and the duties of current employees are being changed or restructured. Some current employees have trouble making the transition, while others seem to adapt fairly easily.
4. People agreed that electronic resources also involve many non-technical problems. All sorts of time-intensive troubleshooting is required to procure and license the products and to be sure that patrons have access during the entire subscription period.
5. There was discussion about the good and bad characteristics of federated search products. Some libraries were using forms of federated search, either provided by their ILS vendor or purchased separately. Others have no interest in this sort of product.
6. Most libraries represented have some form of A-Z list to provide access to electronic journals. A few also purchase MARC records to load in the catalog to provide an additional access point.
7. There was considerable interest in new products such as AquaBrowser which are sometimes called 'discovery layers.' These are separate user-interfaces, usually purchased in addition to the traditional ILS.
8. There was also discussion of WorldCat Local (developed by OCLC) which has recently been implemented by the University of Washington. It was agreed that both

discovery platforms and federated search are of particular interest to institutions with significant numbers of undergraduates.

9. We ended with a brief discussion of open-source catalogs and software.