

# Technical Services Forum

WLA 2021 - Thursday, November 18<sup>th</sup> @ 2:00-2:45PM

Hyatt Regency & KI Conference Center - Green Bay, Wisconsin

Notes from the combined TSS membership meeting and Technical Services forum.

## Introductions

Current 2020/2021 TSS officers introduced themselves.

Chair: Nic Ashman - Technical Services & Reference Librarian, Chippewa Valley Technical College

Past Chair: Amy Gannaway – Technical Services Consultant, South Central Library System

Secretary: Carolyn Peil – Materials Collection Services Manager, Waukesha Public Library

## Technical Services Forum

This session was a 45-minute moderator-led Q & A open discussion with technical services related questions as conversation starters. Below are questions asked and responses from attendees.

### Training

*If you could get more training on something related to Technical Services what would that be? If you've had notable training or attended a good webinar lately, what was the topic or who was the presenter?*

Free, basic/general training

Basic cataloging for new staff, refresher for current staff

More book repair – how to balance repair costs vs replacement costs – DEMCO videos are getting dated

More ILS specific training

Always looking for free training opportunities

RDA changes

Minitex Technical Services Symposium online in November was very good

*How do you train new staff (processing, catalogers, etc.)? Do you have documentation on processes? Do you have monthly meetings?*

Evolving workflow – processes shared / what works for one institution may work for another, create documentation as needed

Monthly meetings as staffing allows

Help desk tickets- multiple requests for similar thing- respond and share with staff

Manuals & webinar training with quiz at the end, very time-consuming to create

New clerks have mentors - checklists for what to cover, lots of hand holding

Repeat, repeat, repeat – what you say / how you say it; have new staff tell you what they are doing, or where the mistake was made- will remember it

## **Inventory & Deselection**

*Does your library look for stolen library materials that might show up for sale online, such as on eBay, or Buy Sell Trade, or other resale sites? If so, are there particular resale sites you check?*

No time to check resale sites for video games

Limit number of games checked out on a card

Facebook Marketplace, GameStop, Video Resale shops – patrons & local stores may contact the library to report stolen materials

*Has your library removed any non-traditional materials that didn't work out, or removed any collection recently due to low demand?*

3-D Doodlers – tips got stuck

Requests to check out puppies 😊

*What are you doing with discarded materials? Weeding might have been a project tackled during the pandemic, so some might have more than usual. Is anyone using Baker and Taylor's new Sustainable Shelves program? How is that -- or any other discard program -- going?*

Better World Books – used them for years

Sustainable Shelves – can experience lag time for credits, quarterly pay-outs?

YMCA, Boys & Girls Clubs- partner with them for discarded materials

Consider contacting local jails

Outreach collections at local Community Centers

Book Sales – ongoing, yearly

## **Cataloging**

*What have others done (or started to explore) to address questionable and offensive subject headings in the public catalog?*

Adding subject headings where lacking; updating cooking or recipe books related to local indigenous populations to help patrons locate them

Adding topical subject heading- *i.e.*, empowering women, graphic design, culinary arts

Alternative vocabularies – OLAC, Homosaurus, hard to find time to add these into workflow

Backstage trying to help

Local headings – ERIC, Homosaurus are helpful- subject headings already created – don't need to create in-house

LC announced on November 12 they will be changing headings - *aliens* will be changed to *noncitizens*, and *illegal aliens* will be changed to *illegal immigration*

There will be a conference session on Friday about inclusive cataloging

*What resources have people found helpful for keeping up with RDA changes, especially the most recent changes? Has anyone, especially at the consortium level, looked into how to start systematically addressing problematic or insensitive subject headings - or headings for groups that are marginalized that should be present but are not - especially from a cost and sustainability perspective?*

Notice changes when bringing in copy cataloging records. Do these need to be applied at a lower-level library right away?

Newer RDA fields for accessibility were mentioned at Minitex symposium:

341 – accessibility content

532 – accessibility note

041 – subfields p, q, s, and r

RDA information is just stumbled on

Are ILS making use of RDA fields? So much happening

*How much authority work and cleanup are libraries/systems doing?*

Most in attendance said their libraries work with Backstage Library Works

Very few using MARCIVE

*Is anyone using OCLC WorldShare Management Service (WMS) for their ILS?*

Other than the person who asked, no one said they were

## **Wrap-up**

A participant asked that these questions be shared with a Google Doc or something similar to allow more responses to these questions and the ones the group didn't have time to address.

TSS Board members said they are looking for technical services related information for an FAQ page on the WLA website. Please send any FAQ, questions and/or answers, to them. Contact information can be found on the WLA website: <https://www.wisconsinlibraries.org/technical>

Notes from this session will be added to the WLA conference documents.

Current TSS chair, Nic Ashman welcomed incoming chair, Jackee Johnson, ILS Administrator at Northern Waters Library Service.