

**Collection Development and Technical Services Department Service Agreement
2008**

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Collection Development and Technical Services Department Service Agreement 2008

1. Purpose of Agreement

a.) General Objectives

- Inform member libraries of the scope of services available from the CDTS Department
- Outline CDTS staff responsibilities for various services provided
- Inform member libraries of resources to provide training in the necessary software for member library staff
- Set forth responsibilities of member libraries to ensure efficient and standardized methods for ordering, linking and processing practices.
- Establish benchmarks for performance of CDTS department
- Inform member libraries of the department's ability to provide consultation, resources and tools for collection development

2. Functional Goals of CDTS

a.) Acquisitions

- Provide efficient, quick ordering capabilities at best prices.
- maximize library purchases with best discounts based on volume
- use latest technology for speed & efficiency, including electronic ordering and invoice processing
- monitor overall quality of vendors' services
- provide training in the use of vendor's online selection and ordering software
- distribute appropriate invoices to ordering libraries
- act as an intermediary for member libraries for problem resolution in dealing with publishers and vendors.

b.) Cataloging

- Provide accurate standardized OCLC catalog records for the system-wide catalog.
- provide bibliographic and item records in a timely fashion
- train staff of member libraries in item record creation and linking
- maintain cataloging standards according to AACR2R and MARC formats.
- maintain accuracy of authority headings through authority control.

c.) Processing

- Provide processing services for member libraries
- Provide supplies and training for member libraries to do their own processing

d.) Collection Development

- Alert member libraries to opportunities for sales, publications of note.
- Provide assistance and guidance for the construction of collection development policies for member libraries.

- Collect books selected for the Professional Collection to enhance the abilities and professional knowledge of librarians and staff of LSLC and member libraries.

3. Scope of Services

- Place firm orders for print and non-print materials
- Provide standing orders service plans through vendors for adult popular fiction authors, “inspirational” authors, graphic novels, popular fiction authors in spoken word, large print formats and others as needed.
- Provide standing orders services through vendors for authors and illustrators of children’s and young adult books, video and music recordings.
- Establish and maintain continuations plans with several vendors for member libraries
- Receive ordered material and monitor for incorrect titles, editions and damaged materials and follow up for resolution of problems with vendors.
- Provide monthly fund accounting reports as requested by member libraries through the Millennium Acquisitions module and monitor member libraries collection expenditures in relation to their budget for the purpose of managing workflow in the department.
- Provide cataloging on an expedited basis for fiction standing order plan and other purchases according to the established priority.
- Provide cataloging for materials purchased by member libraries, ordered for member libraries or donated to member libraries according to the established priorities.
- Provide advice and problem resolution relating to bibliographic and item records.
- Provide cataloging and holding statements for magazines held by libraries.
- Database maintenance activities including regular application of authority control processing for author, uniform title and subject heading entries to the catalog.
- Provide pre-printed or print-on-demand barcodes for items
- Provide library material processing supplies. See list of supplied materials available on LILLY2.

- Provide training and documentation for performing database maintenance and processing of materials for the libraries' collections.
Specifically, CDTS will provide training workshops and online documentation for creating and linking item records shall be provided as needed. Workshops to train library staff in using selection and ordering software for the major vendors also shall be provided as needed.
- Provide consultation services for member libraries in the areas of vendor selection, processing and processing supplies, collection development and weeding.

4. Service Goals

- CDTS will send orders to vendors at least twice per week and more often if needed to keep up with the flow of requests.
- Rush orders and top (1st level) priority materials, including materials accompanied by an *Expedite Material Request* form, shall be processed and discharged within three working days of receipt.
- Normal (2nd level) priority category materials shall be processed and discharged within 3 weeks or sooner of receipt, except for items for which there is no OCLC record. These items may take up to 6 weeks if original cataloging is required.
- Donated materials to libraries (3rd level priority) category shall be cataloged and discharged within six weeks or sooner of receipt by CDTS. Items requiring original cataloging will only be done if they meet the requirements as stated in the **Guidelines for Acceptance of Donated Material**.
- Requests coming to the cdtshelp@lancasterlibraries.org e-mail address will have an acknowledgement reply within two hours and a response from the assigned technician will usually come within 24 hours or less for most requests. Some problems or questions dealing with vendors may take as much as 3 days to resolve, e.g., the status of a shipment, cancelling an order, or tracking down an item still listed as "in transit." Final resolution of a problem with a vendor dealing with shipment errors may take as long as 30 days

5. Department Staff and Functions

Manager.

Directs staff and sets priorities in the work of the department. Responsible for the initiation and maintenance of relationships with vendors. Provides leadership in the application of technology to streamline technical services processes. Works with Head of Cataloging and IT department to assure maintenance of catalog database integrity and to

enhance the public catalog and its interface. Provides professional expertise and assistance to member libraries in collection development.

Head of Cataloging.

Provides professional expertise in bibliographic and authority control and the linking of materials to the catalog. Develops standards and procedures for the cataloging department. Provides original and routine cataloging as needed. Provides training for new cataloging assistants and linking training to member library staff.

2.25 FTE Library Assistants / Acquisitions.

Responsible for ordering library materials as requested by member libraries. Reconcile shipments with contents of packing slips and prepares invoices for member libraries. Monitor standing order shipments for completion, Perform copy cataloging as needed and link new items to bibliographic records.

3.75 FTE Library Assistant / Catalogers.

Performs original and copy cataloging according to standard cataloging documentation and established procedures. Links new items to bibliographic records.

1 Library Assistant / Processing.

Responsible for processing new materials for circulation by adding property stamps and labels, barcodes and mylar covers as necessary. Fulfills requests for library processing supplies for CDTS and member libraries. Discharges and loads new materials into bins for transport to member libraries.

6. Operational Information and procedures

a.) Hours

CDTS operational hours are 8:00 AM to 4:30 PM Monday – Friday with the manager available until 5:00 PM.

b.) Communications

Requests for processing supplies, help with problems in cataloging or acquisitions or requests for information should be communicated through our e-mail address cdtshelp@lancasterlibraries.org .

Questions and concerns dealing with CDTS policy, procedures or service should be communicated to the Manager of CDTS for clarification or resolution.

c.) Policies

The list of supplies provided by CDTS can be found at this URL on LILLY: http://lilly/processing/docs/supplies_provided_cdts.doc . We will also respond to requests for supplies via a faxed Supply Requisitions Form.

The materials listed in the document above are provided at no cost to the member libraries through CDTS. The quantity provided is determined by what is customary and usual. Quantities deemed to be in excess of “customary and usual” are evaluated by the

Manager of CDTS. This is done on a case-by-case basis, with a judgment rendered by the Manager as to whether CDTS will provide the excess materials or whether the member library must purchase them.

Processing Priorities

CDTS processes library materials according to a protocol of priorities. These priorities are established so that materials in the highest demand by the public are processed as quickly as possible.

- The first level is Authors' fiction titles received on standing order plans such as Automatically Yours or Elite Street, New York Times Bestseller Plan or New York Times Best Seller list titles, DVD recent feature films and Rush order categories (see CDTS Cart Priority Categories) are processed first because of a higher demand for these titles.
- The second level is regular processing. This includes most everything else-materials purchased through CDTS or by the libraries.
- The third level is cataloging for donated materials already processed by member libraries. The number of items sent for cataloging is restricted by number per month as set at the discretion of the CDTS Manager. See the documentation for guidelines for acquisitions and acceptance of donated materials.

Except for materials in the Rush categories, all other materials are placed in the cataloging queue by date order. However, any material can be moved to the Rush category with the use of the *Expedite Material Request* form. See http://lilly/processing/docs/expedite_material.doc.

7. Member Library Responsibilities

Instructions for processing member libraries' collection purchases and donations are available on LILLY at <http://lilly/processing/docs/bookprocessing.pdf>.

To maintain a favorable discount with book-sellers and vendors, libraries need to use our ordering services for the acquisition of the majority of collection materials. It is expected that libraries should expend the majority of their collection budgets through CDTS.

If libraries do order directly from vendors, they should notify CDTS department whenever possible, especially if it is a large order, about the quantity and type of material, and arrival date if known, so that we may plan for including them in our workflow.

To help maintain an even workflow and to spend materials funds efficiently, collection budgets need to be expended steadily during the year with 85% 75% of the budget expended or encumbered by October 31.

For assistance in tracking the percentage of expenditures through the year, member libraries should provide a budget breakdown for collections in an agreed-upon funds template so that CDTS can furnish monthly fund accounting reports to those libraries that want them.

To help CDTS plan for the additional work and coding changes involved in grant-funded purchases, libraries must fill out and send the *Grant Award Notification* form and send to the Manager of CDTS in advance of the first orders for the grant. We encourage member libraries to place their orders through CDTS in order that we can provide statistical and accounting data if needed for the granting agency.

Member libraries should follow the instructions for processing materials as listed in the CDTS's LSLC Procedures Manual before sending in materials to be cataloged and linked.

Items donated to the member libraries must be processed first by the member library staff and sent along with the *Library System of Lancaster County Donation Form*. Processing for donations consists of filling out the *Donated Materials Coupon* and of applying a barcode and the appropriate type of ownership stamp or label. Items sent to CDTS for cataloging must conform to the **Donated Materials Guidelines** statement on LILLY.

Materials purchased by the member libraries must also be processed first before sending to CDTS for cataloging or linking. Processing for library purchased materials consists of applying a barcode and the appropriate type of ownership stamp or label.

Staff from member libraries should not have access to item record creation until they have had training on linking at the LSLC offices or from a staff member who has had the training.

Member libraries must use an *Expedite Material Request* form to fulfill a member library's need for quicker than the normal cataloging and processing schedule. Possible reasons for this service may be a reserve request has been placed on this title, it is needed for a Program, or it has been given as a Memorial book.

Requests for supplies or questions about orders, cataloging or policies should be directed to the cdtshelp@lancasterlibraries.org address rather than to individuals to assure a prompt response.

Member libraries should not add unauthorized call number prefixes to items. This practice causes problems in compiling circulation statistics. Member libraries should contact the Manager about the need for additional call number prefixes first and discuss possible alternatives.