Trouble Your Magic: Technical Services is Advocacy

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About me!

Broad background in technical services and adjacent areas like usability and systems.

Current: Collection Strategist at Grand Valley State University.

Previous: eResources Manager at Brown University Library; Systems Librarian at SUNY Geneseo.
What is technical services?

Ask a patron what ‘the library’ is, and they’ll most likely answer something we do!
Libraries are not neutral

Choices in technical services have meaning, influence, and outcomes.
I keep working on this webinar and...

Due to a misconfigured server, a researcher found a constant stream of Elsevier users’ passwords.

Statement on Patron Privacy and Database Access

Many leading providers of digital content to libraries in North America are changing the way they provide access to library patrons. Instead of allowing anonymous access via well-established channels, these providers are increasingly seeking personally identifiable, individual patron data. Often these efforts to gather more patron data are bundled into efforts to “enhance” or modernize platforms as the sector moves towards single sign-on, and away from traditional, IP-based access. The providers have many possible drivers to gather this data: personalization, analytics, marketing, et al.

This approach is unacceptable.
Users

Self

Work

Department

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Questions to consider

• What are the hidden rules of this work?
• Which entities define those terms and rules?
• What would it look like to break or change the rules?
• How can you use this information to advocate?
Kindness audits
Document Delivery

Document Delivery provides access to articles and books not available at OSU. Services offered through the Document Delivery department include make and track document delivery and book loan requests 24 hours a day through the Health Sciences Library’s ILLiad system.

Eligibility:
All OSU faculty, staff, and students from the health sciences colleges and the OSU Wexner Medical Center are welcome to use our services.

How to Use/Order:

Logon to ILLiad to Request Materials

If you have already registered with ILLiad to request Document Delivery materials enter your user information below and select the Logon to ILL password? Call 292-4894 to have it reset. PLEASE DO NOT RE-REGISTER!

ILLiad Username: 

ILLiad Password: 

Logon to ILLiad
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Documenting Ferguson

Documenting Ferguson is a freely available resource that seeks to preserve and make accessible digital media captured and created by community members following the shooting death of Michael Brown in Ferguson, Missouri, on August 9, 2014.
Josiah

First Generation College and Low Income Student Center
First-generation college and low-income student experiences and resources available at Brown and beyond.

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| 650 | 7 | a African Americans | x Social conditions. | 2 fast | 0 (OCoLC)fst00799698 |
| 650 | 7 | a Blacks | x Social conditions. | 2 fast | 0 (OCoLC)fst00834005 |
| 650 | 7 | a Electronic surveillance. | 2 fast | 0 (OCoLC)fst00907477 |
| 650 | 7 | a Government information. | 2 fast | 0 (OCoLC)fst00945364 |
| 650 | 7 | a Race relations. | 2 fast | 0 (OCoLC)fst01086509 |
| 651 | 7 | a Canada. | 2 fast | 0 (OCoLC)fst01204310 |
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| 938 | | a Brodart | b BROD | n 111619793 |
| 970 | | a Galvan, A. |
| SYS | | 000497050 |
IT'S DANGEROUS TO GO ALONE! TAKE THIS.
Gender-Inclusive Library Workgroup Report

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Donna E. Coghill, Virginia Commonwealth University
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Liam Palmer, Virginia Commonwealth University
Steve Barkley, Virginia Commonwealth University

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The Cataloging Lab

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The Library is currently reviewing several of its biggest journal vendor contracts (often called "Big Deals") to assess whether they provide good value and represent a sustainable part of our overall investment in information on behalf of the University. We want to ensure that our spending commitments are aligned with community needs, and that we are being responsible stewards of our budget in an evolving information landscape. As part of this review, we are assembling, evaluating, and sharing some important data about cost, usage, and growth trends for our biggest commitments.

What are Big Deals and why have libraries supported them in the past?

Big Deals are multi-year journal bundle contracts sold by several major vendors (Elsevier and SpringerNature, for example) that provide access to all or nearly all of a vendor’s journal content for a bundle price that grows at a fixed annual rate for the life of the contract. Predictable annual cost increases and reduced staffing costs made these deals attractive in the past.

Why are some libraries breaking up Big Deals?

The growth in serials cost has outpaced inflation and the growth of most library budgets, including ours. Through mergers and acquisitions, a few oligopolies now dominate scholarly publishing. Thanks to these trends, library collections budgets go increasingly and disproportionately to supporting Big Deals. They have steadily
Coordinating feedback

Tickets make the world go ‘round.
Masked by Trust

Search tools can be biased or spread inaccuracies. Even library tools called discovery systems exhibit bias.

Matthew Reidsma
Licensing crash course!

• Non-disclosure agreements
• Indemnification
• Arbitration (get advice on this)
• No, you can’t audit our computers and labs
• License modification
• Breach notices and communications

This is useless without **adequate staffing**
Shared governance
Serendipity is labor
“If you were successful in the archives, somebody along the line gave you some help. There was a great archivist somewhere in your research process. Somebody recognized the value of the materials and made sure they ended up in an archives. Somebody invested in preserving them and organizing them and making them available to researchers. Somebody helped orient you to the archives and brought out materials for you to look at. If you found a document that no one knew was there—you didn’t discover that. Somebody else made that happen.”
Permission, forgiveness, accidents

Coordinated or otherwise
Education

• Office hours and open houses.
• Reading groups and appeals to authority.
• Short ‘symposium’ style discussions of projects.
Finding allies

• Who publishes in Open Access journals?
• Who are the other ‘maintainers’ in your community?
• Try channels for communications and assess their effectiveness.
  • Emails typically do not get people to do things.
• Who else in your org is done being ‘nice’ instead of kind?
• Promote your own work and the work of allies.
Addressing resistance

• ‘Safe space’ for failure.
• No, you can’t break it.
• Mapping processes out as a group.
“We are all coming to the table today knowing that everyone did their best with the knowledge and the resources that they had at the time. Now that we have new knowledge and resources we are going to reevaluate the process to ensure we are still making the right decision.”

--Ask A Manager commenter, Ocm in the wild
If you are a supervisor...

• Delay or schedule your emails if you respond to them off-hours. Sending emails outside of your regular schedule creates the expectation that your staff will do the same even if you explicitly say otherwise.

• Don’t apologize for taking sick or vacation time.

• Don’t let your staff apologies for it either.

• It’s okay to ask for education. My best bosses do this.
Disrupt a bully!

• “What do you mean by that? / “What I’m hearing you say is…”
• “Did you know [protected group subject to blanket statement] is covered under Title IX?”
• Appeal to competence even if it doesn’t exist. “You’re usually so thoughtful! I’m sure you didn’t mean to say/imply…”
• If safe to do so, invoke invisible diversities.

This takes practice. Add salt to taste.
It’s okay to leave
Thank you viewers and ALCTS!
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