

Workshop Program

Welcome and Introduction: 10:00-10:15

Maple Room (#138)

Rebecca Kemp, NCLA RTSS Chair, E-Resources Acquisitions Librarian, Davis Library, University of North Carolina at Chapel Hill

Timothy Rogers, NCLA RTSS Secretary/Treasurer, Executive Director, NC LIVE

Keynote: 10:15-11:15

Maple Room (#138)

The New Information Landscape: Technical Services Futures

Bradford Eden, AUL for Technical Services & Scholarly Communications at UC Santa Barbara

The presentation will discuss the many challenges that affect libraries today, how they affect technical services operations, and will provide an update on the Next Generation Technical Services (NGTS) initiative currently being done at the University of California Libraries.

Brad Eden is Associate University Librarian for Technical Services and Scholarly Communication at the University of California, Santa Barbara. Previous positions include Head, Web and Digitization Services, for the University of Nevada, Las Vegas Libraries; Head, Bibliographic and Metadata Services for the UNLV Libraries; as well as Coordinator of Technical Services for the North Harris Montgomery Community College District in Houston, Texas. He is editor of *OCLC Systems & Services: Digital Library Perspectives International* and *The Bottom Line: Managing Library Finances*, and is on the editorial boards of *Library Hi Tech* and *The Journal of Film Music*. He has a masters and Ph.D. degrees in musicology, as well as an MS in library science. He publishes in the areas of metadata, librarianship, medieval music and liturgy, and J.R.R. Tolkien. His two books *Innovative Redesign and Reorganization of Library Technical Services: Paths for the Future and Case Studies* (Libraries Unlimited, 2004) and *More Innovative Redesign and Reorganization of Library Technical Services* (Libraries Unlimited, 2009) are used and cited extensively in the field. He is the author of *Metadata and Its Applications* (ALA TechSource, 2002), *3D Visualization Techniques* (ALA TechSource, 2005), *Innovative Digital Projects in the Humanities* (ALA TechSource, 2005), *Metadata and Its Applications: New Directions and Updates* (ALA TechSource, 2005), *FRBR: Functional Requirements for Bibliographic Records* (ALA TechSource, 2006), and *Information Organization Future for Libraries* (ALA TechSource, 2007). His new book *Middle-earth Minstrel: Essays on Music in Tolkien* has just been published.

Break for Networking: 11:15-11:30

Concurrent Session I: 11:30-12:30**Beyond Books: Cataloging Non-Print Resources****Rachel Holderied and Lynne Bisko**

Birch Room (#145)

Libraries today are buying so much more than books and cataloging these new resources can sometimes be a challenge. This practical hands-on session will introduce participants to the world of cataloging non-print resources. We will focus on cataloging audiovisual materials such as music recordings and films. Topics covered will include access points, commonly used MARC fields and a comparison to print cataloging.

Lynne Bisko is the Non-Print Librarian at Elon University and Rachel Holderied is a Technical Services Librarian at Guilford Technical Community College.

Pioneering E-book Reader Lending at a Public Library, University Library and Community College Library**David Woodbury, Kimberley Balcos, Ruth Ann Copley**

Elm Room (#142)

Three speakers, one from a community college library setting (Kimberley Balcos, Central Piedmont Community College), one from a public library (Ruth Ann Copley, Davidson County Public Library System), and one from a university library (David Woodbury, NCSU), will discuss the implementation of e-book lending programs at their libraries. Speakers will address basic logistical details about the e-book lending programs. They will also discuss how their Technical Services staff have been involved in the lending programs and how lending the readers has affected Technical Services.

Originally from Minneapolis, Minnesota, where she worked as a School Media Specialist for 12 years, Ms. Balcos earned her *Master of Arts in Library and Information Science* from the University of Missouri, Columbia in 2005, after transferring to their distance education graduate program from Dominican University. Ms. Balcos was hired by Central Piedmont Community College Libraries as a part-time librarian in 2006, and accepted the position of Assistant Director for Technical Services in August of 2009. Ruth Ann Copley is Director of Libraries for the Davidson County Public Library System. She is also the "Godmother/Director" of the NC Digital Library, a consortium of 20 public libraries offering the full range of digital books, audiobooks, video, and music. Her fellow public library directors consider her the "techie director" and as a result she runs their website, ncplda.org. She is the chair of NCLA LAMS. David Woodbury is the Learning Commons Librarian for North Carolina State University Libraries. He served as the project leader of the NCSU Libraries Mobile site and is leading technology initiatives including NCSU's iPad lending program. Prior to coming to NCSU, Woodbury was Project Manager of Bot 2.0, an NSF funded project at the University of North Carolina-Chapel Hill Metadata Research Center and the North Carolina Botanical Garden. Earlier in his career, Woodbury worked in higher education publishing with John Wiley & Sons.

User-Centered Collection Development: Purchase On-Demand**James Harper, Christine Fischer, William Gee**

White Oak Room (#143)

Are you wondering how to start doing user-centered collection development? Find out how these three librarians have helped their libraries get more in touch with users. Experiences of running a purchase on-demand program through interlibrary loan and with Coutts MyiLibrary will be discussed.

James Harper is the librarian for interlibrary and document delivery services librarian in the NCSU Libraries - a position he's held for 9 years. Before that he was the Document Delivery/Reference librarian at Furman University. James has been doing purchase on demand since 2003. Christine Fischer has served as Head of Acquisitions at UNC Greensboro since 2005. She graduated from the University of North Carolina at Chapel Hill with her MLS and has worked in government, medical, public, and academic libraries in both public and technical services. William Gee serves as Interlibrary Loan and Document Delivery Librarian at Joyner Library, East Carolina University. He began an ILL purchase-on-demand program at ECU in 2006 and recently co-authored an article that was published in the *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* about purchasing theses and dissertations on demand. He holds an MS in Information Science from the University of Tennessee and a BA in history and political science from Berry College.

Lunch: 12:30-1:30**Concurrent Session II: 1:30-2:30****Community Analysis for Public Librarians****Patrick Valentine**

Birch Room (#145)

Librarians need to know about their particular community of users, non-users and potential users in order to design library services, programs, resources, and collections. They need to re-think the community as clients and customers with a choice in this information-rich Internet age. The speaker will show how to identify the key demographics of a community using Internet-based methodology. What are the local circumstances that make each community unique? Once public librarians know who their users and potential users are, they can focus more clearly on needs and particularly what adjustments need to be made in collections and resources and in the instruction of collection and resource use.

Dr. Valentine was head of the North Carolina Foreign Language Center for six years and then director of the Wilson County Public Library for twenty. He has taught Collection Development at East Carolina University for the past four years.

Open Journal Systems (OJS): An Open-Source Software for Publishing Electronic Journals, Newsletters, & Serials

Stephen Dew

Elm Room (#142)

During the spring of 2010, the UNCG Libraries acquired Open Journal Systems (OJS), a journal management and publishing system that is freely available as an open-source software. Through the use of OJS, the UNCG Libraries can now support faculty who wish to publish online journals, newsletters, technical report series, and other publications. Dew will provide an overview of the OJS system, its management features and editorial capabilities, and he will highlight the many types of publications that it can support.

Stephen Dew is the Collections & Scholarly Resources Coordinator at the University of North Carolina at Greensboro, where he leads collection management and development efforts. He is also the Libraries' point-person for issues related to scholarly communication and open access, and he has the responsibility for promoting the OJS software and working with faculty to publish electronic journals and serials.

CANCELED SESSION:

Making E-Resources Accessible from the Catalog

Yan Wang

Outside campus users want to have the access to e-resources from library's online catalog. To satisfy their needs, this hands-on workshop will show you how to set up the cataloging system for importing e-resources, group edit web URL in MARCEditor and link online full text to serials in print.

Yan Wang, senior librarian, serves as the head of cataloging and database maintenance at Central Piedmont Community College Library Services.

The PowerPoint presentation for this session will be made available from RTSS's website after the workshop.

Recycle, Repair, or Rebind: Diagnosing Damaged Books

Krisan Gregson

White Oak Room (#143)

Deciding whether to discard, repair, or rebind a damaged book in your collection is not an easy or intuitive act. Making the best choice requires that you know the parts of a book and how they fit together for repairing. It requires, too, that you understand the special methods and prices offered to N.C. libraries and schools for rebinding. To choose rebinding as the most economical move, you must first know what bindery terms mean. Find out how to diagnose and treat your problem books.

Krisan Gregson is the Collection Care Specialist at Wake Technical Community College's main campus Howell Library in Raleigh, NC. She has given many varied workshops on the repair of books.

Break for Networking: 2:30-2:45

Closing Session: 2:45-3:45

Maple Room (#138)

Technical Services Today: “Living with the New Normal”**Mary Rose Adkins, Gloria Kelly, Linda Raymond**

This workshop will focus on the changing role of technical services in university, community college, and public libraries. New models, retooling of staff, and budget constraints, as well as other issues will be discussed as it applies to acquisitions, collection development, and cataloging. Presenters are Gloria Kelley from Central Piedmont Community College, Mary Rose Adkins from the University of North Carolina at Charlotte, and Linda Raymond from Charlotte Mecklenburg Library.

Gloria Kelley has been with CPCC as Dean of Library Services since November 2008. Prior to that, she served as Head of Technical Services for Winthrop University in Rock Hill, South Carolina. She received her MBA from Winthrop University and her MLS from Clark Atlanta University. Mary Rose Adkins is Head of Technical Services at J. Murrey Atkins Library, UNC Charlotte. She was previously the Head of Cataloging. Before coming to UNC Charlotte in 2006, Ms. Adkins was Cataloging/Database Management Librarian at Winthrop University. She teaches music cataloging for Lyrisis. She received an MLIS and SLIS from the University of South Carolina. Linda Raymond has been with the Charlotte Mecklenburg Library as Collection Management and Materials Manager since 2003. Before that she worked for Gwinnett County Public Library in Georgia. She is a MLIS graduate of the University of South Carolina.



Resources & Technical Services Section

**2010 NCLA RTSS Fall Workshop:
Navigating the New Frontier**

Thursday, September 30, 2010
Elliott University Center
University of North Carolina at Greensboro

Workshop at a Glance

Time	Maple Room (#138)	Birch Room (#145)	Elm Room (#142)	White Oak Room (#143)
Welcome, Introduction, and Keynote Session (10:00-11:15)	The New Information Landscape: Technical Services Futures			
Break (11:15-11:30)				
Concurrent Session I (11:30-12:30)		Beyond Books: Cataloging Non-Print Resources	Pioneering E-book Reader Lending at a Public Library, University Library, and Community College Library	User-Centered Collection Development: Purchase On-Demand
Lunch (12:30-1:30)				
Concurrent Session II (1:30-2:30)		Community Analysis for Public Librarians	Open Journal Systems (OJS): An Open-Source Software for Publishing Electronic Journals, Newsletters, & Serials	Recycle, Repair, or Rebind: Diagnosing Damaged Books
Break (2:30-2:45)				
Closing Session (2:45-3:45)	Technical Services Today: "Living with the New Normal"			