I’ll Be There For You: Why Research Services and Technical Service Librarians are Great

Case Western Reserve University, Kelvin Smith Library

Brian C. Gray, Team Leader Research Services
Stephanie Church, Acquisitions and Metadata Librarian

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Fosters a collaborative environment

**Mission:** KSL is the knowledge and creativity commons of CWRU.

**Vision:** KSL will be the information laboratory for knowledge collection, connection, creation, and curation.

**Values:** Openness; Collaboration; Personalized service; and, Agility and Innovation through ongoing experimentation and assessment.
Responsibilities
Culture of Assessment
Examples from Strategic Plan

Purchased Content (e.g., books, journals). Deepen research capacity at CWRU by ensuring effective access to the diverse and interdisciplinary information resources that are essential for our faculty and students by advocating for and securing University investment in scholarly content at a level commensurate with our University-defined peer research institutions.

Special Collections. Enrich scholarly research and learning by undertaking a comprehensive strategy to build 21st century collections and services that expand access to, and foster the use of, the distinctive and unique content of our special and archival collections.
Culture of Assessment
Content Budget and New Content Added by Fiscal Year

- **2014**: 3,410,729
- **2015**: 3,410,729
- **2016**: 3,411,000

**Content Added**
- 2014: 142,588
- 2015: 133,616
- 2016: 112,507
Collaborative Collection Development
Coutts Print and eBook DDA Pilot

- DDA Pilot was a collaborative effort
- Pilot Assessment
  - DDA eBook titles used 8 times more than firm ordered eBooks.
  - Average section requests:
    - DDA = 131
    - Firm = 25
  - 73% of firm ordered eBooks had zero usage
eBook Platform Analysis

- High level discussions formed over major eBook platforms
  - Collection Purchasing Strategy
  - Strategic Goals
Information Gathering
Books at JSTOR: Demand-Driven Acquisitions

The JSTOR DDA collection includes over 50,000 titles and is valued at over $5,000,000.

Trigger for purchase:
Sixth chapter view or fourth chapter download
Shared Requirements
Fiscal Year
Budget Collaboration
F.R.I.E.N.D.S.

Brian C. Gray  bcg8@case.edu
Stephanie Church  sap68@case.edu