ALCTS Creative Ideas in Technical Services Interest Group, ALA Midwinter Meeting 2019

**Topic**: Understanding and Managing the Changing Landscape of Technical Services

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**Overview**:

During this discussion, we will focus on exploring current issues and trends in technical services, including the role of the manager or supervisor in addressing change. As a group, we will identify some major drivers of change in the current landscape of technical services. For the purposes of this discussion, we are going to consider two general sources of change: the macro-environment (“the outside”) and the micro-environment (“the inside”). Of course, macro- and micro-environments can and often do influence each other.

It is critical to identify and understand the major drivers of change because they are likely to impact all aspects of technical services, including standards, best practices, technology, workflows, and staffing. Most of us likely are or have been managers and supervisors in technical services. As such, we are or were often responsible not only for these aspects of operations but also for maintaining awareness of the drivers of change, considering and communicating their potential impacts, and making decisions around change. We will consider this unique position and its implications for decision-making processes for implementing change, strategies we can use for making the changes we decide are necessary or important, and skills we need to develop to increase the likelihood of our success in a changing environment.

**Questions for discussion**:

1. What are the major drivers of change in the current landscape of technical services?
2. What challenges do managers and supervisors face in meeting the upcoming changes in technical services?
3. How should technical services managers and supervisors go about deciding which specific changes, if any, to implement?
4. What can managers and supervisors do to develop their technical services department into a learning organization that is not only keeping up to date with current issues and trends, but also continuously learning new ways of doing things?
5. What new strategies should be implemented so that technical services become integral to learning, teaching, and research?
6. What new strategies should be implemented to work more efficiently with reduced local resources?
7. How would you redefine our technical services profession for the future? What do you see as the direction(s) the field is taking?
8. What skills do technical services middle managers and supervisors need to have in order to help themselves and their reports thrive in a state of uncertainty?

**Recommended reading**:

New directions

* ACRL Research Planning and Review Committee. “2018 Top Trends in Academic Libraries.” A review of the trends and issues affecting academic libraries in higher education.<https://crln.acrl.org/index.php/crlnews/article/view/17001/18750>
* Gould, E.M. The future of technical services: Current trends & new skills in technical services. (May 18, 2016). <http://downloads.alcts.ala.org/ce/05182016_Future_Tech_Serv_Part2_Current_Trends_New_Skills_Slides.pdf>
* PCC (Program for Cooperative Cataloging) Strategic Directions, January 2018-December 2021. (February 23, 2018). <http://www.loc.gov/aba/pcc/about/PCC-Strategic-Directions-2018-2021.pdf>

Cataloging and metadata standards and practice

* Arlitsch, K., Obrien, P., Clark, J.A., Young, S.W.H., & Rossmann, D. (2014). Demonstrating library value at network scale: Leveraging the Semantic Web with new knowledge work. *Journal of Library Administration,* *54*(5), 413-425.
* Balster, K. (2018). BIBFRAMEing for non-BIBFRAMErs: An introduction to current and future cataloging practices. *The Serials Librarian,* *74*(1-4), 151-155.
* “A Brave New (Faceted) World: Towards Full Implementation of Library of Congress Faceted Vocabularies.” A white paper prepared by the Working Group on Full Implementation of Library of Congress Faceted Vocabularies, ALCTS/CaMMS Subject Analysis Committee, Subcommittee on Genre/Form Implementation. Submitted to SAC on June 16, 2017. Re-submitted with corrections on July 13, 2017.<http://www.loc.gov/aba/pcc/documents/PoCo-2017/BraveNewFacetedWorld-170713.pdf>
* LD4P2, 2018-2020 -- "building a pathway for the cataloging community to begin shifting to linked data to describe library resources"<https://www.ld4l.org/>
* Library of Congress. Bibliographic Framework Initiative<https://www.loc.gov/bibframe/>
* OCLC Research. Linked Data. <https://www.oclc.org/research/themes/data-science/linkeddata.html>
* RDA 3R Project Frequently Asked Questions. <http://www.rda-rsc.org/node/551>
* Smith-Yoshimura, K. (2018). Analysis of 2018 international linked data survey for implementers. *Code4Lib Journal,* (42).

Open initiatives

* ARL Wikidata Task Force White Paper. (2018) <https://docs.google.com/document/d/1ZsOyw2sOD3a7xJQ6XCSYDGjZUPxGGl8tuvC7vvtlJRU/edit>
* Metadata 2020. <http://www.metadata2020.org/>
* ODI: Open Discovery Initiative. <https://www.niso.org/standards-committees/odi>
* Open Access. <http://www.ala.org/advocacy/intfreedom/iftoolkits/litoolkit/openaccess>

# Research Data Management. <https://www.oclc.org/research/themes/research-collections/rdm.html>

* Spotlight: MIT and RSC Sign First North American “Read and Publish” Agreement. (June 19, 2018). <https://libraries.mit.edu/scholarly/2018/spotlight-mit-and-rsc-sign-first-north-american-read-and-publish-agreement/>

Tips and reflections for managers and leaders

* Boatright, B. (2015). Leading the library (when you're not in charge). *College & Undergraduate Libraries 22*(3-4), 343-357.
* Farrell, R. (2013). Making change happen in the middle. *Journal Of The Leadership & Management Section* *9*(2), 4-18.
* Morriss-Olson, M. (June 16, 2017). 7 ways academic leaders can cultivate creativity. <https://www.academicimpressions.com/blog/7-ways-academic-leaders-can-cultivate-creativity/>