



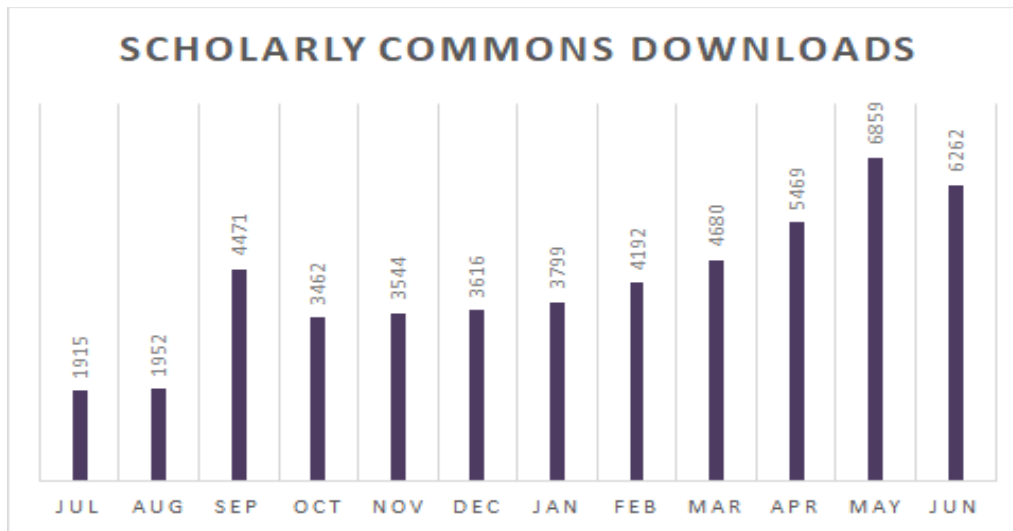
COLLECTION SERVICES ANNUAL REPORT

FY2020

INTRODUCTION

The Collection Services Department at the Boston University School of Law Fineman and Pappas Law Libraries continued to focus on service, accuracy, and innovation in Fiscal Year 2020. This year, we promoted faculty scholarship through Scholarly Commons, HeinOnline author profiles, ORCID iDs, and Wikipedia; we completed a special project in Scholarly Commons to remember a faculty member; we made several important collection updates; we improved workflows and increased collaboration across the library and the University; we made a rapid shift to remote work in March 2020; and we conducted extensive outreach to patrons, all while performing our regular work with skill and dedication.

The Collection Services Department includes Anna Lawless-Collins, the Associate Director for Systems & Collection Services; Jennifer Robble, the Senior Information Resources Management Librarian; Becky Bearden, the Senior Serials & Metadata Librarian; Kerrin Arnold, the Collections Technician; Allen LaRose, the Serials Control Technician; and Linda Boucher, the Senior Accounts Coordinator.



We continued to coordinate copyright permissions for older faculty works not posted on SSRN to ensure we have uploaded as complete a corpus of faculty work as possible. In conjunction with this work, Kerrin continued to maintain the faculty bibliography, uploading new articles and other works to showcase faculty scholarship.

Enhancing Faculty Scholarship Discoverability

Wikipedia

Wikipedia by the Numbers

Jay Wexler
Published: 08/06/2019
Page views: 2,769

Linda McClain
Published: 12/01/2019
Page views: 681

David Webber
Published: 03/18/2020
Page views: 489

In addition to the work we did on Scholarly Commons and the Faculty Bibliography this year, the department continued to work with faculty and other stakeholders to enhance the discoverability of faculty scholarship online through Wikipedia. Professor Wexler’s Wikipedia page, which we began work on in Fiscal Year 2019, was accepted for publication in Fiscal Year 2020. At that time we moved on to creating pages for other faculty. We published pages for Linda McClain and David Webber and have draft pages for Dean Angela Onwuachi-Willig and Professor Kathryn Zeiler under review. The published pages are already having impacts on faculty visibility, as shown in the sidebar. This work is also referring readers back to Scholarly Commons and increasing faculty scholarship visibility from our own repository. We added 89 Scholarly Commons links to Wikipedia articles in this

fiscal year, and from those referrals there were 271 downloads from Scholarly Commons. Additionally, we are seeing the percentage of downloads referred from Wikipedia increase each quarter, and the links from Wikipedia are improving the search engine optimization of Scholarly Commons.

HeinOnline Author Profiles and ORCID iDs

We also continued work to prepare HeinOnline author profiles for the US News data harvest for the upcoming US News Faculty Scholarship Impact Report. This work included inspecting all faculty author profiles for name variations and working with Reference staff to ensure all possible faculty works were accounted for in the Hein author profiles. We also continued to create ORCID iDs and link them to Hein author profiles. This continued work on Hein author profiles and ORCID iDs will be invaluable as we continue to prepare for the upcoming US News report, ensuring US News and HeinOnline are counting accurate representations of faculty scholarship.

Betsy Clark Living Archive



BETSY CLARK LIVING ARCHIVE

The Betsy Clark Living Archive project in Scholarly Commons began in Fiscal Year 2019 and was completed in Fiscal Year 2020, in time for an in-person memorial event in November 2019. This project involved extensive work with Professors Seipp and Lahav and took advantage of Jennifer's project management skills. She planned the site in conjunction with the faculty and oversaw all the work that went into the site, including gaining permissions to upload works and photographs, loading all materials and adding metadata, and adding comment functionality to the site. Jennifer uploaded several collections, including Professor Clark's manuscript for *Women, Church, and State: Religion and the Culture of Individual Rights in Nineteenth Century America*; her publications; tributes to her from around the scholarly community;

and a speaker list for the Elizabeth Battelle Clark Legal History Series. Jennifer is also responsible for ongoing maintenance work on the site, including keeping the list of speakers up to date and moderating comments. Jennifer's efforts towards this innovative use of Scholarly Commons helped make the site and the event a success.

Shift to Remote Work and Emergency Procedures

The shift to remote work in March happened very rapidly. Although everyone was monitoring COVID-19, it only became clear during the week of Spring Break that we would need to prepare to potentially close the campus down. We began planning potential remote projects and creating emergency procedures to continue library operations; within just a few days, we made the shift and most library staff began to work from home.

The shift to remote work required several swift pivots that called on all of our project management and information organization skills.

These changes required several swift pivots: staff, in coordination with library management, took home what equipment and tools were allowed to be removed from the building to continue their work; we reprioritized departmental projects for remote work while also maintaining essential functions; and we adjusted our purchasing activity for the remainder of the fiscal year to give back as much as possible to the University. Additionally, Anna and Kerrin worked to make course reserves material available electronically as much as possible. Anna negotiated with vendors for free electronic access to course reserves and the Bluebook while Kerrin tracked access to individual titles.

One of our most important goals was to provide electronic access to physical course reserve books.

Linda, Anna, and Becky also worked with vendors to stop shipments of materials that come through channels other than the Postal Service. We quickly adjusted our communication styles and workflows to accomplish department goals, stay in regular contact, and maintain the same level of collegiality we have

always fostered. Through these priority shifts and rapid adjustments we were able to continue our normal levels of service while maintaining staff safety and following University protocols.

Collection Updates

We spent significant time this year continuing to make sure our materials are findable and have accurate metadata in our online catalog. Two of those efforts included updating our HeinOnline Bar & Law Journal Library and creating locally stored records for materials we previously had access to via ProQuest Digital Microfilm.

HeinOnline Bar & Law Journal Library

We found that our local coverage dates and metadata for the HeinOnline Bar & Law Journal Library needed significant updating, which, if done manually, would have been a major undertaking. However, the current records with outdated metadata had the advantage of providing article-level linking from our online catalog. Becky was able to find a solution by using her professional contacts and her own knowledge of our library system and cataloging tools. In coordination with Jennifer, she completed a project to completely remove existing lesser quality records, add better quality records, and index all those records. This created more accurate metadata while preserving the article-level linking and accurate coverage dates from our previous system. These more accurate records will help researchers as they use our online catalog to more easily find and access these important resources.

We used staff expertise and new tools to provide high quality, accurate metadata and provide access to materials that would otherwise be difficult to find.

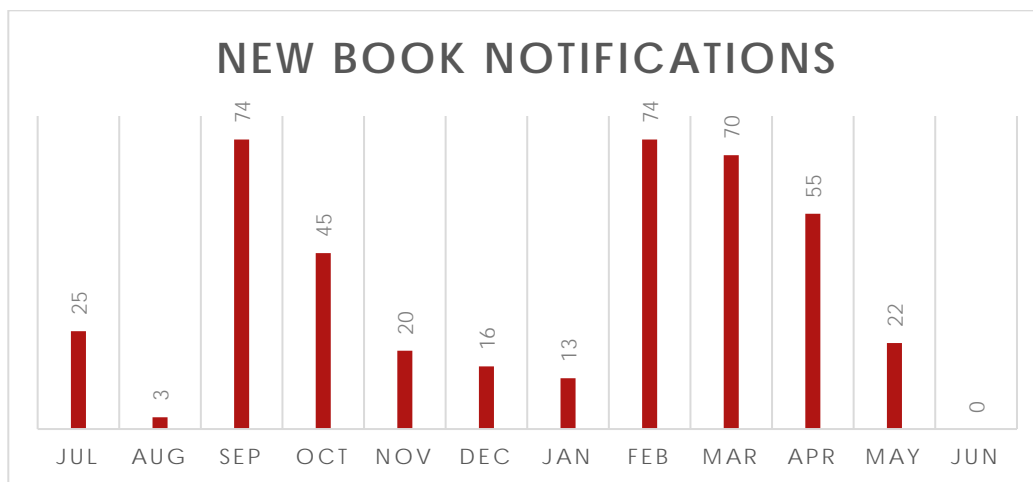
ProQuest Digital Microfilm

We learned that two important legal newspapers we had purchased perpetual access to (the New York Law Journal and the National Law Journal) would be removed from ProQuest Digital Microfilm, our previous source for online access. As we had invested University resources into purchasing perpetual access to these materials, we needed to find a way to store them locally and make them findable to patrons. Jennifer found a solution using Alma's digital objects functionality and Allen renamed all the downloaded files to make them easier to use and so they appear in the correct order once they are in our

online catalog. We are in the process of adding these files as digital representations to Alma and making them findable in our online catalog.

Outreach

Kerrin sent 417 new book notifications and 1,665 electronic routing alerts in Fiscal Year 2020. We also implemented changes in the new book notification workflow this year to make the entire process more efficient, including changing how we notify Access Services of these titles and removing temporary shelving for these titles from the Access Services work area.



In addition to the new book notifications and electronic routing alerts, Kerrin and Jennifer also generated regular statistics reports illustrating faculty scholarship downloads from various places, including altmetrics from PlumX.

Improved Workflows & Library Collaboration

Across the libraries

The Collection Services department continued to work collaboratively within the Fineman and Pappas Law Libraries and across the Boston University library system. We reviewed shared processes with Access Services through collaborative process mapping sessions and were able to make several processes more efficient. These processes included receiving and filing microfilm, routing physical materials, and notifying interested patrons of new books. In addition, we implemented reminders functionality in Alma to improve interdepartmental workflows, especially for record work needed at a future date. We are continuing to investigate and discuss Alma's work order functionality for similar purposes. We have also been coordinating with Access Services on looseleaf administration, redesigning slips for maintenance of

physical materials, updating documentation for holdings records, and general collection maintenance coordination. We are continuing these collaborations through regular cross-departmental meetings and communication. Across the University, Becky attends cataloging and metadata meetings, Jennifer serves on the Alma Coordination committee, and Anna serves on the Collections Coordination committee. Jennifer and Becky also meet with two Mugar library staff members on a monthly basis to discuss electronic resource issues.

Within Collection Services

Within the department, we have updated workflows and documentation for several processes to make them more efficient and complete, including serials cancellations, reductions, and cessation. We also edited internal tools to make them easier for others in the library to use, including moving the shared passwords list to SharePoint and cleaning up the Directory of Evaluations we use for all subscribed databases. Finally, we took full responsibility for all end processing from Access Services and Allen began to process all library materials for shelving as part of his receiving workflow.

Selected New Databases in FY 2020

- Progressive era: reform, regulation, and rights (1872-1934)
- African American Police League Records, 1961-1988
- Human Rights Measurement Initiative
- Freedom on the move: a database of fugitives from American slavery
- Freedom narratives: testimonies of West Africans from the era of slavery
- Compliance Week
- Legal responses to coronavirus (COVID-19)
- International Association of Privacy Professionals (IAPP)
- U.S. presidential impeachment library
- Repository of historical gun laws
- Drugs@FDA
- State constitutional documents
- State constitutions illustrated
- Constitution annotated: analysis and interpretation of the U.S. Constitution
- Thomas Woodward Houghton 50 state ethics guide
- Blue J Legal
- IMF eLibrary

NEW DATABASES

The library added several new databases this year, collecting for law school curriculum strengths and adapting our collection to meet current researcher needs. This year that included adding new databases about regulation and reform for human rights both in the past and present day; a database of historical documents from the African American Police League; and databases about American slavery. We also worked with law school clinics to add access to Compliance Week and helped facilitate a law school relationship with the International Association of Privacy Professionals. In addition, we kept up with current events by adding a database of legal responses to COVID-19 and the U.S. Presidential Impeachment Library from HeinOnline. Finally, we took advantage of freely available resources from Blue J Legal and the IMF eLibrary and added them to our catalog to facilitate researcher access.

MONOGRAPHS

Collecting for posterity and for the times

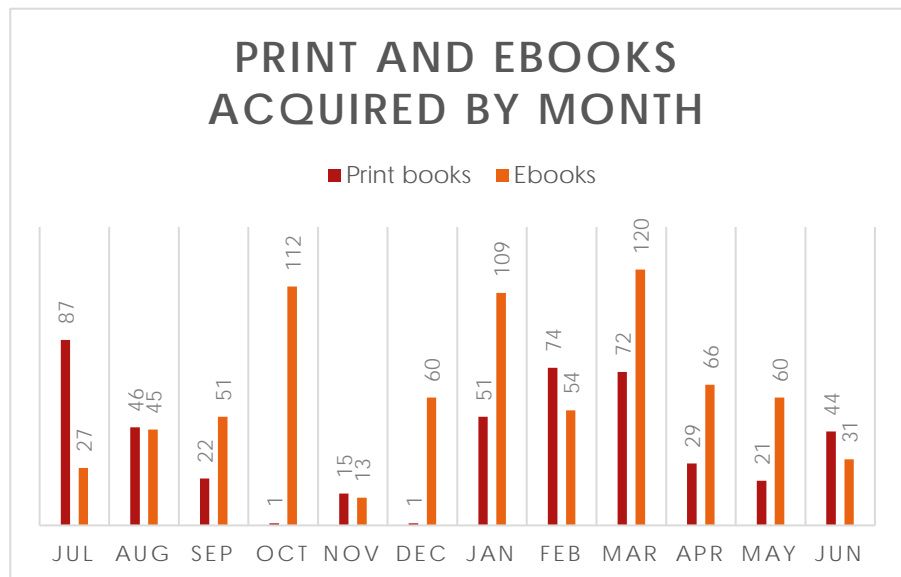
We collect monographs in areas that support law school priorities, including:

- Banking and financial law
- Corporate, business, and transactional law
- Health law
- Intellectual property law
- Tax law

In addition, we collect to support areas of patron interest and faculty research as interests shift. This year we also collected heavily in:

- Police brutality
- Race and racial discrimination
- Voting and elections
- Russian relations and election interference
- Infectious disease and public health
- Immigration, emigration, and citizenship

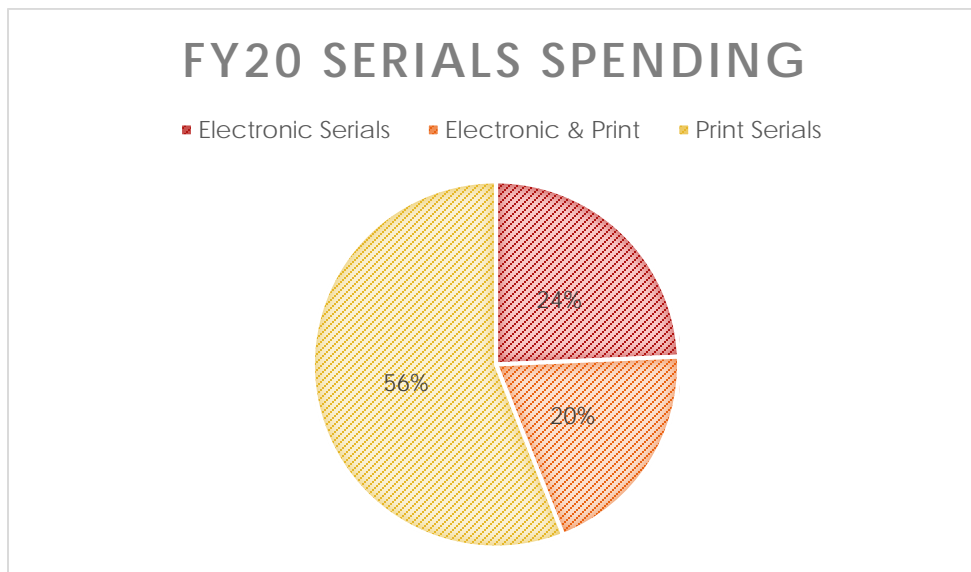
The library purchased 1,211 new print and electronic monographs this year. These included 294 ebooks on various platforms, 462 print books, 91 course reserve purchase requests, 118 demand driven acquisitions purchases by patron activity, 68 faculty requests, and 15 faculty publications. We also managed course reserve purchases for students who received law school-funded casebooks for a semester-long checkout, thanks to donor funds.



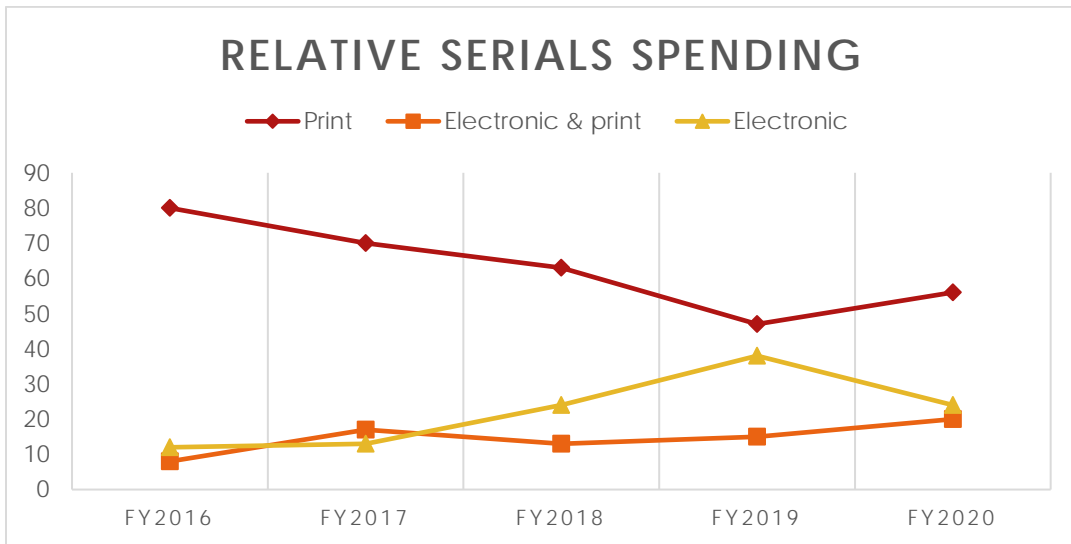
As with the databases discussed above, we regularly adapt our monograph purchasing to meet the needs of researchers while also collecting to support the law school curriculum. For example, we added 4 books focused on police brutality, 18 on race discrimination, 10 on voting and elections, 8 on Russian relations and election interference, and 16 on infectious disease and public health. Additionally, we added 77 books about immigration, emigration, and citizenship to support doctrinal faculty working that area along with the law school’s immigration clinic.

SERIALS

Over the course of the year, the library was able to save \$31,624 on serials that are no longer needed or are available elsewhere in the collection. This money went towards new database subscriptions, monograph purchases, and the total amount of money that the library was able to give back to the University at the end of the fiscal year. These savings were largely undertaken as part of our annual review of subscriptions with Harrassowitz, our subscription agent. We added two new physical subscriptions and two new print and electronic subscriptions, and we converted 13 titles from print to electronic access. We reduced two duplicative print titles from two copies each to one copy each, saving \$4,290. We continued to work towards the University's e-preferred purchasing and subscription model when appropriate for researcher needs, reducing our print subscriptions where they were unneeded or duplicative, and increasing accessibility to electronic holdings.



The library balances the University's e-preferred model with law school-specific research needs. While we have been able to shift to more electronic spending in years past, this year that trend reversed itself and we spent less money on electronic-only serials and more on print-only serials. As we reduce the amount of money we spend on serials overall, the formats of the essential materials we continue to collect are affected by researcher preference, the ease of use of certain material in print, and preservation concerns for electronic material. While we did need to provide additional electronic resources due to the COVID-19 closure, we were able to work with vendors to extend access at no additional cost for the remainder of the fiscal year. The line chart below shows the spending trend over the last five fiscal years.

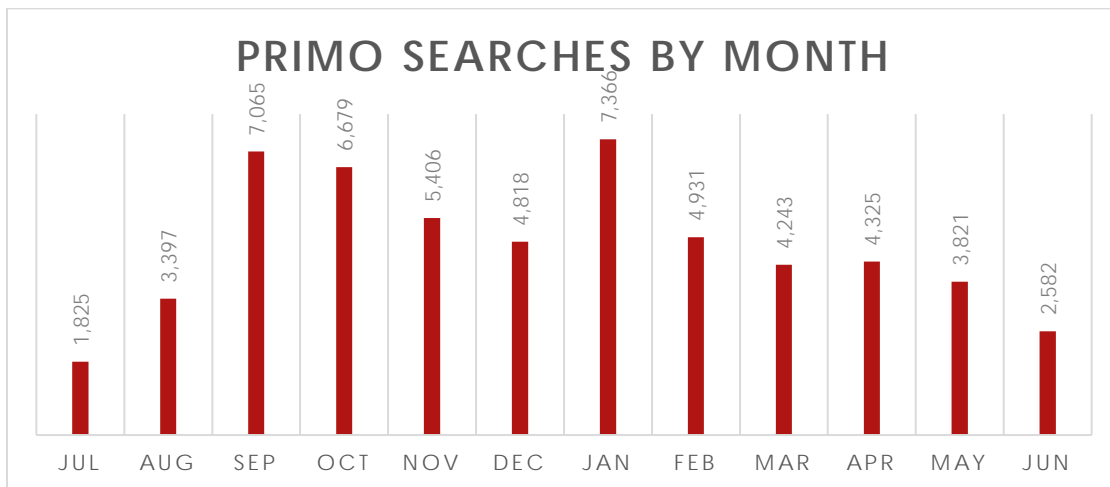


We also continued to provide excellent routing and alert services to our patrons, including routing 165 print titles and providing electronic routing support for 213 titles. We alert patrons through a variety of means, including sending custom alerts through our LibAnswers service and creating accounts for faculty to automatically receive tables of contents from important journals.

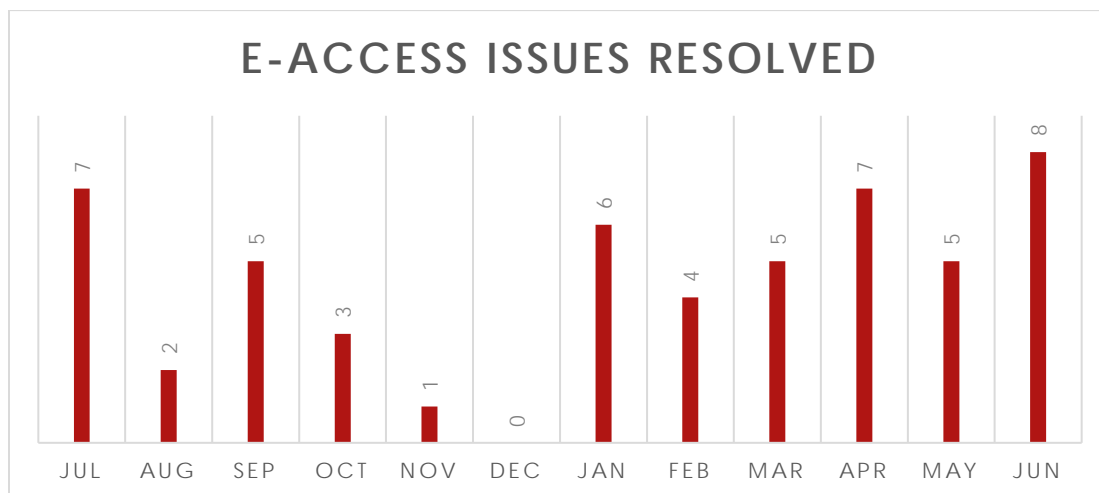
In addition to this work, we spent significant time on regular title and record upkeep for patron use. That includes creating new records as new editions and new titles come in, performing extensive record work and coordinating with Access Services when titles are cancelled, and ongoing regular receiving and processing. These workflows are the backbone of the upkeep of our physical collection and ensure that we have accurate titles and data that patrons are able to find and use.

SYSTEMS

Boston University implemented Ex Libris's Alma as our integrated library system and Primo as our online catalog in 2012 and both systems have continued to evolve. Jennifer manages monthly changes to both systems, notifying appropriate staff and working with Ex Libris to resolve any issues that arise in the systems. Additionally, Jennifer created a user access guide for Primo this year to help students and faculty take advantage of the tools available in our online catalog and facilitate more efficient searching.



She also resolved patron electronic access issues and coordinated with vendors and University IS&T as complex issues arose on both sides. This year Jennifer resolved 53 e-access issues and trained Becky and Anna on issue resolution.



METADATA

We made several thousand additional print and electronic resources discoverable in our catalog this year through a combination of original cataloging, copy cataloging, and vendor-supplied records. We added a total of 60,201 records, comprised of 619 print records, 59,581 electronic records, and 1 digital record. In addition to all that, we have made 3,553,959 titles available through the Primo Central Index. The material in the Primo Central Index is largely historical primary source material that is difficult to access elsewhere. Cataloging all these resources makes them findable in our online catalog and allows greater patron access to the information available in all our databases. In addition to the new records we added, we updated 97,516 existing records to provide more accurate metadata through the year. Some of our metadata sources included OCLC, Cassidy Cataloging, Gale, Marcive, and records supplied directly from the vendor. Vendor-supplied records, OCLC, and Cassidy records made up the majority of the records we added during the fiscal year.

We also made significant progress on our project to make records from large databases discoverable at the title level, facilitating search within the online catalog without having to search each database individually. Additionally, Becky automated record delivery for several collections, reducing the amount of manual work involved and making our cataloging processes more efficient overall. Becky also improved import profiles for batch record loads, updated batch record load documentation, and fine-tuned the workflows related to maintaining some of the electronic collections we offer. Finally, Ex Libris began a project this year to transition two systems, the Primo Central Index and the Community Zone, into one system in Alma called the Central Discovery Index. Jennifer worked with librarians from the University Libraries to manage that transition and prepared our records for the transition. This project is ongoing and she will continue that work in Fiscal Year 2021.

METADATA BY THE NUMBERS

- 503,364 total titles available through Alma
- 3,553,959 titles currently available through the Primo Central Index
- 60,201 records added to Alma in Fiscal Year 2020

PROFESSIONAL DEVELOPMENT

The Collection Services staff continued to show a dedication to ongoing learning and development in Fiscal Year 2020. All staff regularly seek out professional development opportunities, large and small, throughout the year, and in addition to the accomplishments described below we frequently attend webinars and smaller learning opportunities to help the library grow.

Anna served as Immediate Past Chair of the Academic Law Libraries Special Interest Section of the American Association of Law Libraries (AALL). She also took Library Juice Academy courses on cultural competency for librarians and on library accessibility. As part of the accessibility course, she began to develop an accessibility policy for the law library that she hopes to finalize in the coming fiscal year. She is an active member of the Law Librarians of New England (LLNE) and the Technical Services Special Interest Section of AALL. She attended the fall and spring LLNE meetings and the AALL Annual Meeting, where she presented alongside Ellen Frentzen and two other law librarians on workplace efficiency tools.

Jennifer attended Association of Boston Law Libraries meetings; continued to be involved in the Special Interest Sections for Academic Libraries, Technical Services, Online Bibliographic Records, and Computer Services; regularly attends Ex Libris webinars on systems updates; and attends ILTA webinars. In addition, this year Jennifer took a class on project management, participated in a data modeling book club, and attended the virtual ER&L.

Becky attended several technical services and systems related webinars; the Ex Libris Users Group meeting in New Paltz, NY; and Boston University's Choose to Manage program. She also took a Library Juice Academy course on Library of Congress classification and served as co-chair of the Law Special Interest Group chair for the Ex Libris Users of North America.

Kerrin continued to attend a graduate program in in pursuit of her Master of Science in Library and Information Science degree and participated in an acquisitions competencies webinar. Allen took part in Alma trainings provided by Ex Libris.