



# COLLECTION SERVICES ANNUAL REPORT

FY2021

## INTRODUCTION

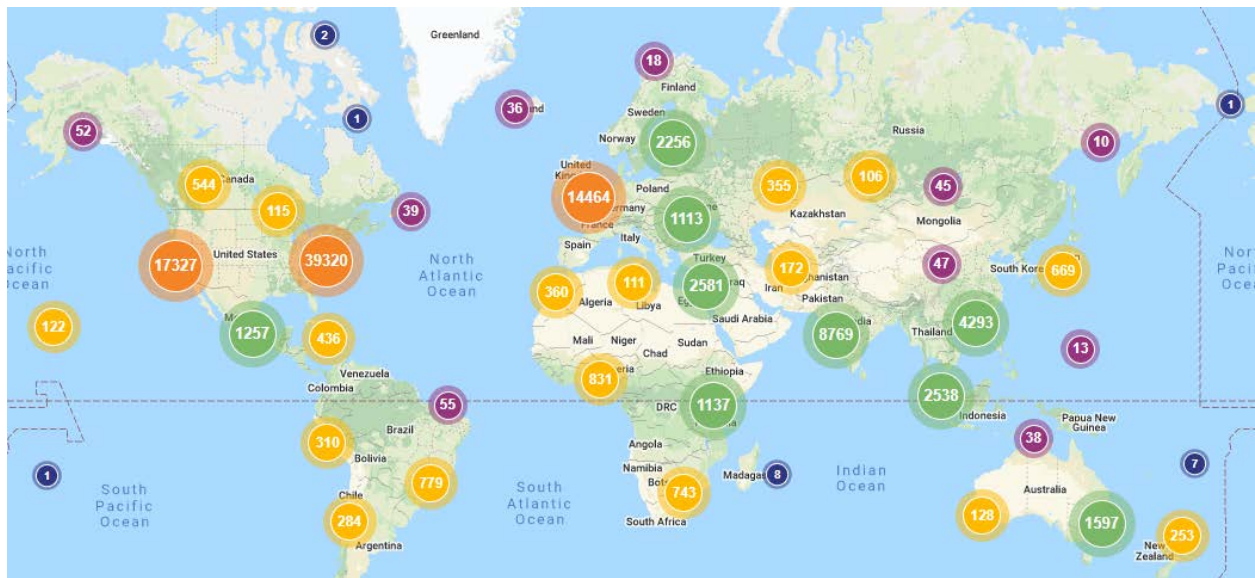
The Collection Services Department at the Boston University School of Law Fineman and Pappas Law Libraries delivered excellent and innovative service during Fiscal Year 2021, which was another unusual year. We continued to serve our remote and on-site patrons with their unique needs throughout the ongoing COVID-19 pandemic. We also promoted faculty scholarship through Scholarly Commons and Wikipedia; made updates to our collections and metadata; began to set up digital archives; improved workflows and collaboration within the library and across the law school; and 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.

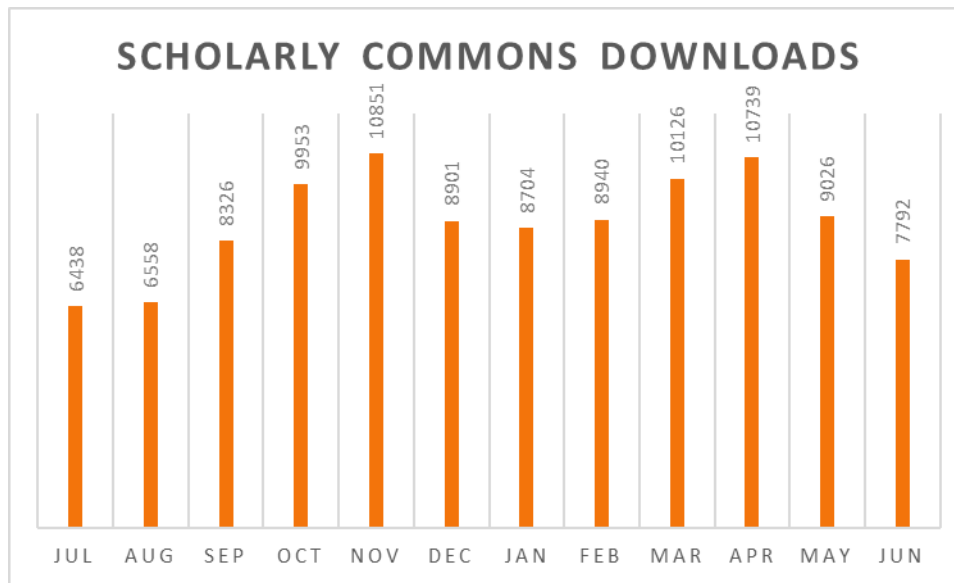
**MAJOR ACCOMPLISHMENTS**

**SCHOLARLY COMMONS AT BOSTON UNIVERSITY SCHOOL OF LAW**

The law school-specific digital repository, Scholarly Commons at Boston University School of Law, complements Boston University’s OpenBU repository and provides a platform for our faculty scholarship to reach a global audience. The map below shows worldwide downloads during Fiscal Year 2021, including 106,354 downloads from 4,430 institutions in 196 countries. This is a 112% increase in downloads over the previous fiscal year due to increased search engine optimization, the works added, the topical timeliness of faculty writing, and the Wikipedia project discussed below.



We uploaded a total of 286 new works to Scholarly Commons. The chart below shows the number of downloads from Scholarly Commons during the year from all collections, including faculty scholarship, faculty monographs, and shorter works.



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

Jennifer and a student employee continued adding links to faculty scholarship, drafting updates to faculty articles, and drafting new faculty articles. Over the course of the year, edits were objected to by other Wikipedia editors, and all changes had to be approved, slowing down the process. Ultimately, Jennifer and the student were told they had to stop updating Wikipedia with law school-related content or their accounts would be disabled. Consequently, the Wikipedia project was concluded this year. Jennifer has discussed other faculty scholarship promotion ideas with the Associate Director for Research & Instructional Services, and an inter-departmental committee will be taking this up.

##### ORCID ID PROFILE UPDATES

Kelly, Linda, Anna, and Jennifer worked on helping faculty members set up their ORCID identifiers, uploading faculty publications to ORCID profiles and cleaning up the records. Jennifer also compared faculty members' publication lists to what was on the BU Law website. Now that U.S. News & World Report is not moving forward with its Faculty Impact ranking, we decided to conclude this project while still emphasizing the benefits of ORCID IDs with faculty members.

## COLLECTION UPDATES AND ANTIRACISM

We spent significant time this year continuing to make sure our materials are findable and have accurate metadata in our online catalog. We also began a comprehensive project to make our collections antiracist and more equitable. We managed all of this through a great deal of budgetary uncertainty during Fiscal Year 2021.

To increase overall discoverability and increase the variety of titles available in the catalog, we added a new platform for patron-driven acquisition. Now, in addition to books available on ProQuest's Ebook Central and EBSCO's EBSCOHost platform, we are able to provide records on the JSTOR platform. Once the records are loaded into our catalogs, patrons have the ability to open and read them, which triggers an automatic purchase of the material by the library driven by patron interest. We also conducted an extensive project to update important metadata, including the field that links our records to records in WorldCat and a project to ensure our holdings are up to date for our various collaborative collecting projects.

Our ongoing antiracism and equity project is made up of several facets. We switched to purchasing most of our books from Bookshop.org, which supports local bookshops instead of online megastores. We added several new publishers and awards to our book jobber profile, so we learn of more diverse books in various categories that we would not have learned of in the past. We also collaborated with librarians across the country, identifying titles we could add and titles we could loan to each other if needed. Many libraries created an antiracism LibGuide during the year, so we began a project to identify all materials of various types on each LibGuide to determine what we want to add to our own collection. We identified several subject areas we would like to collect more comprehensively going forward and we hope to identify diverse authors to ensure a stronger collection. We also designed a project to update our metadata going forward to correct racist and outdated subject headings and to add accessibility fields so all patrons are able to find books they can use in our collection. Finally, we began reviewing our Collection Development Policy as a whole and are incorporating antiracism and equity throughout.

## OUTREACH

We sent 275 new book notifications and 1,357 electronic routing alerts in Fiscal Year 2021. These include several alerts Kerrin sends manually. 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.

We also worked with other library staff on an entirely-virtual LibraryFest this year. This involved significant work to move our materials online to a Blackboard site and conduct extensive vendor

outreach. LibraryFest was a success overall and we were able to educate students about ways in which the Collection Services department can support them.

## IMPROVED WORKFLOWS & LIBRARY COLLABORATION

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### ACROSS THE LIBRARIES AND LAW SCHOOL

Our course reserves this year included print and electronic materials for the first time. We worked closely with Access Services to design a system that would allow the most students to have access to course reserve materials as possible, buying multi-user electronic licenses whenever we could. We continued to support print course reserves through purchasing and collaboration with other library departments.

We also worked with Financial Aid to identify first year students who encounter difficulty paying for their course materials and were able to supply those students with course materials for semester-long checkouts. This included extensive correspondence with students, purchasing and funding the materials, shipping materials to them, and coordinating the materials' return.

### WITHIN COLLECTION SERVICES

Within the department, we have updated workflows and documentation for several processes to make them more efficient and complete. We created a new processing workflow and completely redesigned the slips used to communicate between departments when shelving new physical materials. Due to the ongoing pandemic, we suspended print routing and began work on an ongoing project to shift patrons to electronic routing and alerts when possible. We also set up a system to deliver any materials that normally go to faculty offices. We re-did the mail procedure and designed new workflows for financial management of the law school's journals.

We learned of the new U.S. News & World Report statistics questions last year and were able to rapidly redo all of our reports to ensure a fast, accurate turnaround for the Dean's office. We have also adapted our collection focus points to better position us for the new questions, including a new focus on title count and database count.

## Selected New Databases in FY 2021

- Global Investigations Review
- Records of the War Relocation Authority, 1942-1946
- Reconstruction and Military Government after the Civil War
- NAACP Papers: Board of directors, annual conferences, major speeches, and national staff files
- Regulatory Insight: Guidance and Policy Documents
- Slavery, the Slave Trade, and Law and Order in the 19th Century (1636-1880)
- Workers, Labor Unions, and the American Left in the 20th Century: Federal Records
- Indian Claims Insight
- Political Extremism & Radicalism in the Twentieth Century: Far Right Groups
- Public Health Archives: Public Health in Modern America, 1890-1970
- Archives of sexuality & gender
- Lincoln at the bar: extant case files from the U.S. District and Circuit Courts, Southern District of Illinois, 1855-1861
- Making of Modern Law: Landmark Records and Briefs of the US Courts of Appeals, 1890-1950
- Black economic empowerment: the National Negro Business League
- Latino Civil Rights during the Carter Administration
- Confidential U.S. State Department central files, Asia, 1960-1969
- American Indians and the American West, 1809-1971
- Voting rights, national politics, and reproductive rights
- Labor Unions in the U.S., 1862-1974: Knights of Labor, AFL, CIO & AFL-CIO
- Margaret Sanger papers
- Slavery in antebellum Southern industries
- Vietnam War and American foreign policy, 1960-1975
- Women's Studies Manuscript Collections from the Schlesinger Library
- Progressive Era: Voices of Reform
- African American Studies bundle

## 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 the Black experience in America, databases about historical treatment of Indigenous Americans, and databases about the Asian American experience. We added a database about the growing Latino rights movement during the Carter administration and databases about the women's rights movement, including documents from the Schlesinger Library and the Margaret Sanger papers. To understand and provide historical context to our current moment, we added Public Health in Modern America, 1980-1970; Political Extremism & Radicalism in the Twentieth Century: Far Right Groups; and Voting Rights, National Politics, and Reproductive Rights. We also added databases on labor and employment in the 20<sup>th</sup> century, a database containing historical regulatory documents that are otherwise difficult to find, and worked with law school clinics to add access to Global Investigations Review.

## MONOGRAPHS

The library purchased 145,108 new print and electronic monographs this year. These included 144,464 ebooks on various platforms, 644 print books, 58 course reserve purchase requests, 301 demand driven acquisitions purchases by patron activity, 60 faculty requests, and 25 faculty publications. The chart below shows the number of books the library ordered (as opposed to demand-driven books) this year.

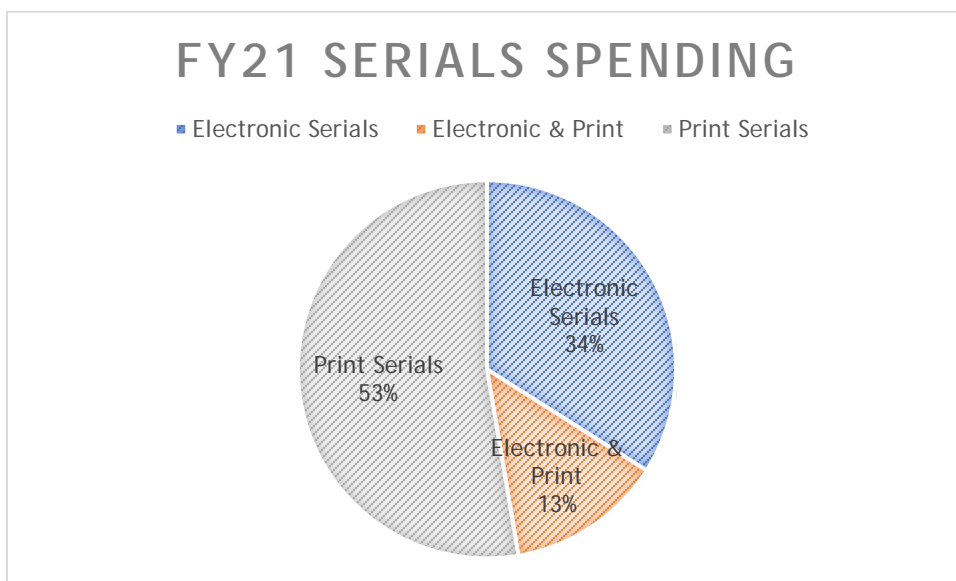


As with the databases discussed above, we regularly adapt our monograph purchasing to meet the needs of researchers while also collecting to support the law school curriculum. This year, we added 66 books on race and civil rights, 13 books on indigenous peoples, 25 books on women and gender, 5 titles on disability and the law, and 6 books on police brutality. Additionally, we added 56 books on health law, 58 books on intellectual property, 188 books on taxation, 9 books on banking and financial law, 164 books about corporate law, and 45 books about immigration law.

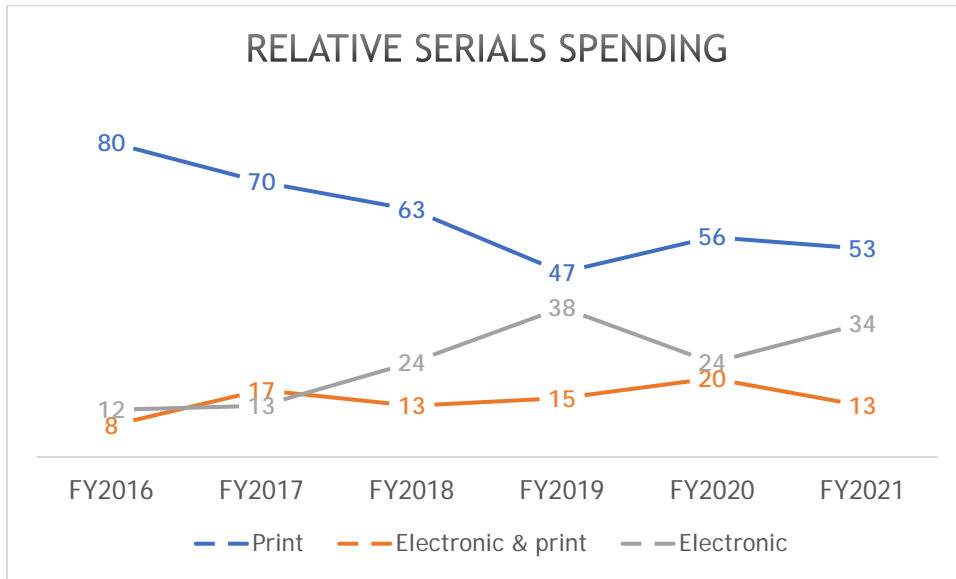


**SERIALS**

Over the course of the year, the library was able to save \$189,863 on serials that are no longer needed or are available elsewhere in the collection. This money went towards new database subscriptions and monograph purchases to better serve the needs of our community. These savings were largely realized as part of our annual review of subscriptions with Harrassowitz, our subscription agent. We added two new physical subscriptions, and we converted nine titles from print to electronic access. We reduced twenty duplicative print titles from two copies each to one copy each, saving \$3,143.11. 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. The overall trend is towards greater spending on electronic resources and a smaller spend on print-only resources. This serves our community by allowing our researchers to access library materials from anywhere, not just within the physical library space; it also allows researchers to take advantage of many benefits of online tools, like hyperlinking within resources and keyword searching. Electronic access was particularly important this year due to the COVID-19 pandemic. We were proud to be able to continue to provide high levels of service and access to materials while allowing everyone to remain as safe as possible. The line chart below shows the relative serials spending over the last six years, since Ronald Wheeler began his tenure as director of the library.

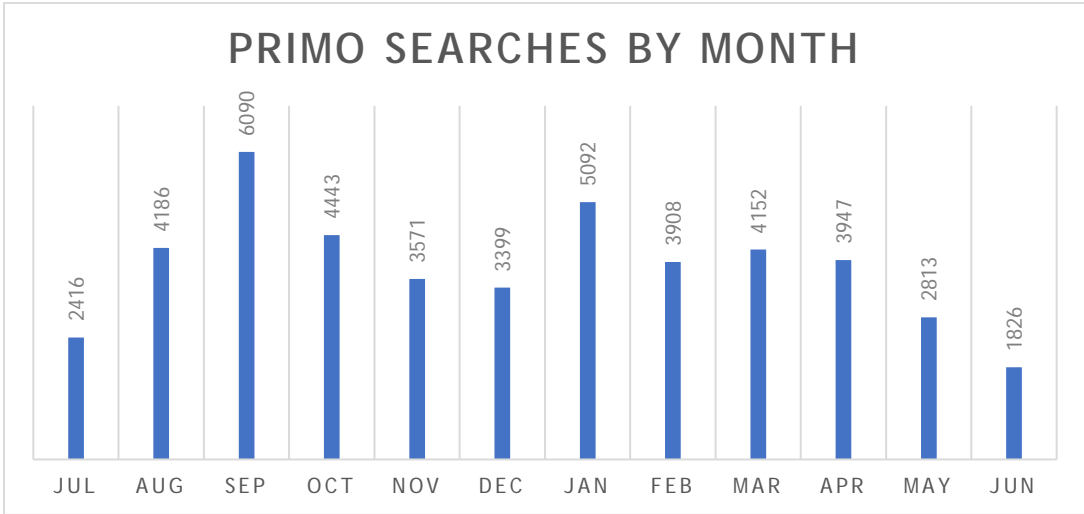


We suspended print routing this year for safety reasons, but we provided electronic routing and alerting service for 301 titles. We alert patrons through a variety of means, including sending custom alerts through our LibAnswers service and creating accounts for faculty to automatically receive tables of contents from important journals.

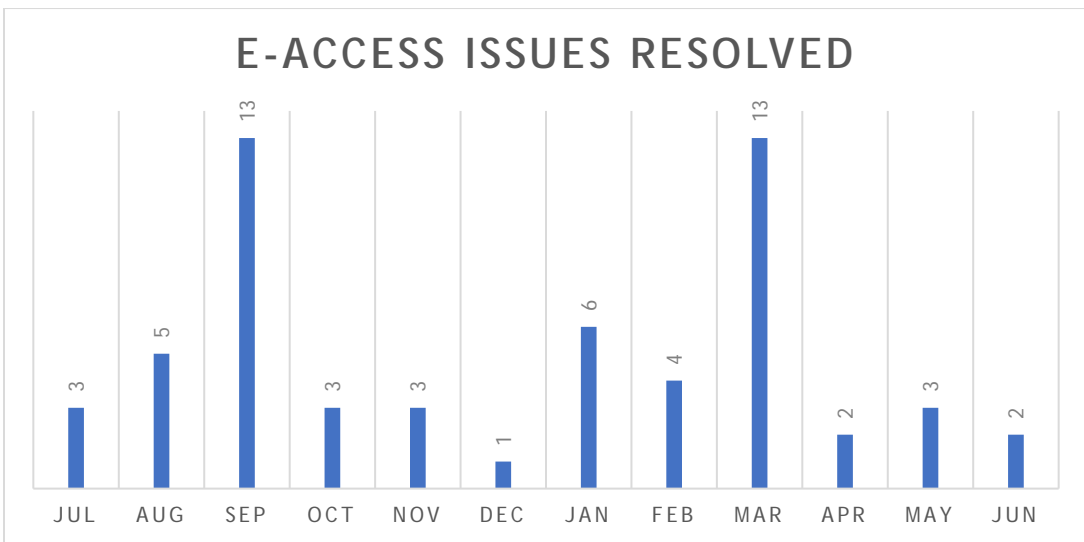
In addition to this work, we spent significant time on regular title and record upkeep for patron use. That includes creating new records as new editions and new titles come in, performing extensive record work and coordinating with Access Services when titles are cancelled, and ongoing regular receiving and processing. We also spent a significant amount of time modifying serials workflows to accommodate COVID-19 restrictions, and due to necessary remote work for some staff, focused some attention on some long-standing serials related record cleanup work. 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 took on the role of Chair of the Alma Coordinating Committee across the entire library system this year.



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 58 e-access issues and trained Becky and Anna on issue resolution.



In addition to this work, Jennifer went through digital archives materials on Google Drive, the law library shared drive, and PBWorks. She also worked with MarComm to get a list of all of the videos on YouTube for inclusion in the archives. She has been creating a structure for collections based on her findings, and worked with IS&T to set up a team on Dropbox for materials that need to be dark archived so they are not accessible to the general public.

Jennifer also worked with Kelly and IS&T to set up Shibboleth authentication for the study aid reservation system, so that sign ups can be limited to the law school community.

## 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 97,714 records, comprised of 641 print records, 97,067 electronic records, and 6 digital records. In addition to all that, we have made 10,571,919 titles available through Alma's Central Discovery 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 83,623 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 continued to make 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 more record delivery for several collections, reducing the amount of manual work involved and making our cataloging processes more efficient overall. Becky also continued to improve 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. Lastly, Becky developed several analytics dashboard reports to streamline the quality control and record cleanup done on a regular basis.

## METADATA BY THE NUMBERS

- 387,977 total titles available through Alma
- 10,571,919 titles currently available through the Central Discovery Index
- 97,714 records added to Alma in Fiscal Year 2021

## PROFESSIONAL DEVELOPMENT

The Collection Services staff continued to show a dedication to ongoing learning and development in Fiscal Year 2021. 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 serves as co-chair of the NELLCO Acquisitions & Collection Development Interest Group with Caroline Walters of the Harvard Law Library. This included planning and running a summit at the NELLCO Symposium in addition to ongoing work throughout the year. She is also the co-chair of the LLNE Task Force on Vendor Related Ethical Dilemmas with Nicholas Mignanelli of the Yale Law School Library. She serves as a member of the Technical Services Special Interest Section Task Force on Antiracism, helped organize the Technical Services Special Interest Section Working Parents Roundtables to support parents during the ongoing pandemic, and chaired the internal Accessibility Task Force and the Collection Development Policy Review Task Force. She presented on collection development for the staff at the Temple Law Library and presented at a meeting of the Law Librarians of New England on the future of libraries and library changes. She attended Law Librarians of New England meetings, the NELLCO Symposium, the American Association of Law Libraries Annual Meeting, and various webinars. She also took a course on managing library budgets from the American Association of Law Libraries.

Jennifer presented to the Temple Law Library staff twice: once on shared library catalogs and once on electronic resource management. She also attended Electronic Resources in Libraries, meetings of the Law Librarians of New England, webinars from the American Association of Law Libraries and from Ex Libris, and the LD4 Conference on linked data. Internally, she served on the Collection Development Policy Review Task Force.

Becky began a 2-year term as co-chair of the Vendor Supplied Records Advisory Working Group (VRAG) for AALL in Fall 2020 and served as co-chair of the Law Library Special Interest Section of ExLibris Users of North America (ELUNA) until November 2020, after an almost 3-year term. She hosted the 2020 Virtual ELUNA LawSIG meeting in October 2020. She also attended multiple virtual conferences and webinars including meetings of the Law Librarians of New England, the North American Serials Interest Group, the NELLCO Symposium, and others. She also served on an internal task force to write a statement on antiracism for the Fineman and Pappas Law Libraries.

Kerrin continued to attend a graduate program in pursuit of her Master of Science in Library and Information Science degree and attended several webinars throughout the year. Internally, she served on the Accessibility Task Force.