



# COLLECTION SERVICES ANNUAL REPORT

FY2023

## INTRODUCTION

The Collection Services Department at the Boston University School of Law Fineman and Pappas Law Libraries continued to deliver excellent and innovative service during Fiscal Year 2023. We 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 Metadata Librarian; Oliver Hughes, the Collections Technician; and Linda Boucher, the Senior Accounts Coordinator.

## MAJOR ACCOMPLISHMENTS

### RIALTO

Our major project this year was implementing Rialto, a new firm order software that will ultimately replace GOBI, our current book jobber. Most of the department worked on this project, which included setting up new profiles for new book slips to come in and significantly revising workflows to fit the new software. We also spent time documenting existing workflows and training library staff on using the system.

In June, we began implementing the demand-driven acquisition program in Rialto as well. This involved configuring three platforms and setting up a selection plan profile in Rialto, in addition to closing down the DDA program we had set up through GOBI. We hope to have DDA fully set up in Rialto in FY2024.

### COMMITTEE WORK

Jennifer convened a library-wide Knowledge Management committee this year, which Linda is serving on. The committee wrote up a detailed information governance document that will guide decisions about storage of library work product. Library administration approved the implementation document, and the committee will spend FY2024 creating and working from an implementation document and training staff on new procedures.

The library-wide Archives committee is working on more detailed workflows and a collection development policy specific to the archives. Oliver and Jennifer are serving on that committee and its subcommittees.

The library-wide E-Alerts committee has been convened and is currently drafting a survey to faculty about e-alerts. We will then evaluate alternatives to our current e-alert service, since that service will sunset at the end of FY2024. The E-Alerts committee consists of Anna, Jennifer, Becky, Kerrin, Linda, and representatives from Access Services and Reference Services.

The committee to facilitate collaboration between Access Services and Collection Services continued its work this year, refining workflows and preparing for the weeding project in the annex. Some of the workflows we have worked on this year are withdrawals, replacements, and retentions.

### OUTREACH

The library sent 367 new book notifications and 533 electronic routing alerts in Fiscal Year 2022. These include several alerts sent manually. In addition to the new book notifications and electronic routing alerts, Elna Daby, the Archives, Preservation, and Materials Coordinator, worked with Jennifer to

generate regular statistics reports illustrating faculty scholarship downloads from various places, including altmetrics from PlumX.

We also held our first in-person LibraryFest since 2019. LibraryFest was a success overall and we were able to educate students about ways in which the Collection Services department can support them. We had over 20 vendors and hundreds of students come through the library to learn about library services.

## IMPROVED WORKFLOWS & LIBRARY COLLABORATION

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### ACROSS THE LIBRARIES AND LAW SCHOOL

We coordinated with Access Services on weeding and withdrawals, replacements, and retention workflows. These workflows are still being refined.

### WITHIN COLLECTION SERVICES

Due to Kerrin's new role as the Metadata Librarian, several workflows shifted from Becky to Kerrin and from Kerrin to Oliver. As Oliver was trained, he learned how to order and receive print and ebooks as well as receive serials; he also learned how to process all physical materials. These workflow changes included significant time and input from Becky, Kerrin, and Oliver. In addition to all this, Karen Hunt, our student employee, returned for a second year and assisted with several projects throughout the year in addition to withdrawing and processing materials. These workflow changes have increased department efficiency and helped our work overall.

## Selected New Databases in FY 2023

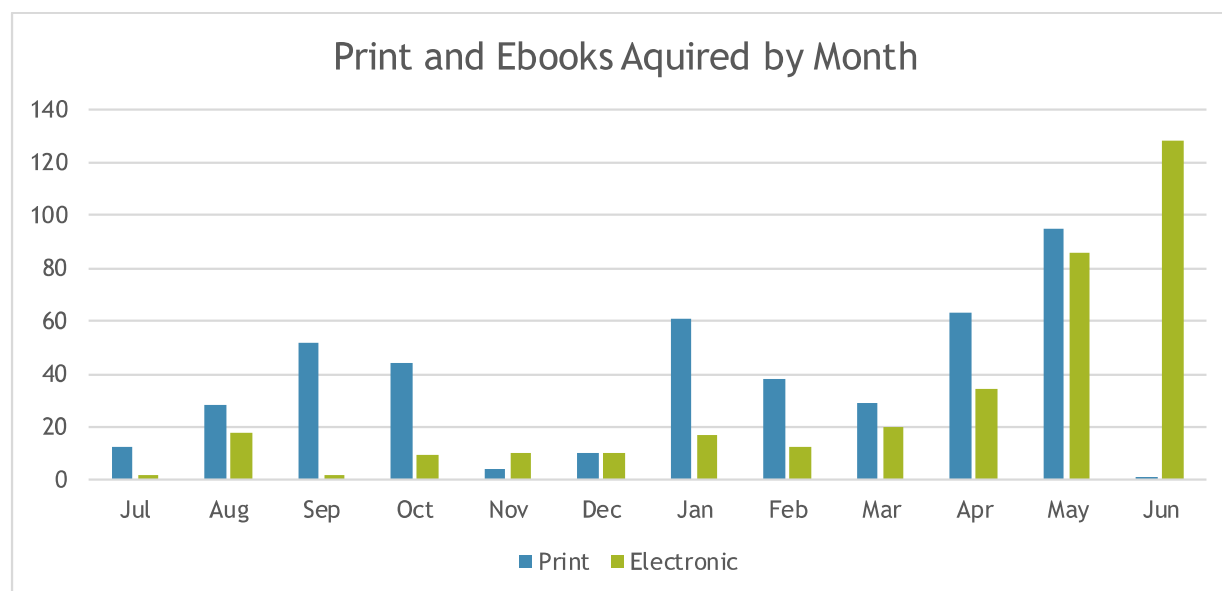
- Voting Rights & Election Law
- WIPO Lex
- National Freedom of Information Coalition
- Bibliography of American Law School Casebooks
- US Climate Change Diplomacy: from the Montreal Protocol to the Paris Agreement, 1981-2015
- Business and Legal Aspects of Sports and Entertainment
- Law Library of Congress Reports
- Dispute Financing Library
- Cryptocurrency 2022 Legislation
- Center for Reproductive Rights
- Digital Media Law Project
- Online Legal Information Resources
- Labor and Employment: the American worker
- Animal Legal & Historical Web Center
- International Commission of Jurists Library
- LGBTQ+ rights
- Water Rights & Resources
- Nonprofit Law Blogs
- Oxford Public International Law
- NOLO's Legal Encyclopedia
- Oxford Encyclopedia of EU Law
- Court Listener

## 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 voting rights and election law, climate change diplomacy, labor and employment law, water rights law, and sports and entertainment law. We now have a total of 545 databases available. See the sidebar for a more complete listing of the databases we added this year.

**MONOGRAPHS**

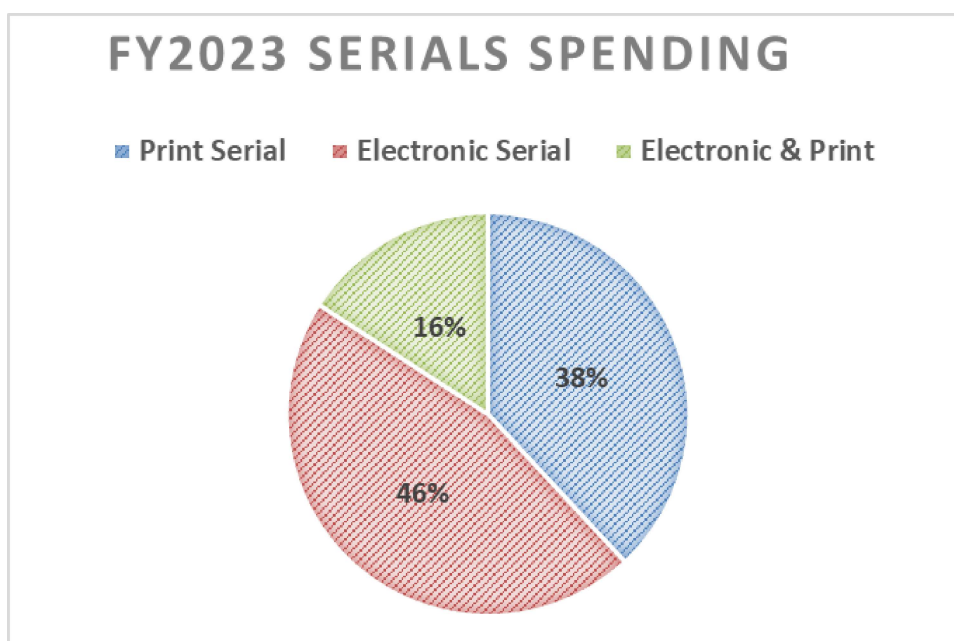
The library purchased 78,411 new print and electronic monographs this year. These included 77,626 ebooks on various platforms, 771 print books, 92 course reserve purchase requests, 138 demand-driven acquisitions purchases by patron activity, 32 faculty requests, 7 student requests, and 22 faculty publications. The chart below shows the number of books the library added 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: 121 books on constitutional law; 113 books on race and civil rights; 83 books on environmental law; 69 books on health law; 63 books on international law; 42 books on immigration law; 35 books on banking and financial law; 33 books on intellectual property; 28 books on taxation; 24 books on corporate law; 20 books on indigenous peoples; 44 books on women and gender; 6 books on disability and the law; 13 books on law enforcement and policing (including police brutality and electronic surveillance); 29 books on foreign and comparative law (including the Ukraine conflict); 25 books on employment law (including discrimination and remote work); 23 books on data protection; 12 books on LGBTQIA+ subjects; 9 books on COVID-19; 7 books on abortion; 5 books on gun control; and 12 books on election law (including the 2020 Election). This variety showcases the wide and timely research interests of the law school community.

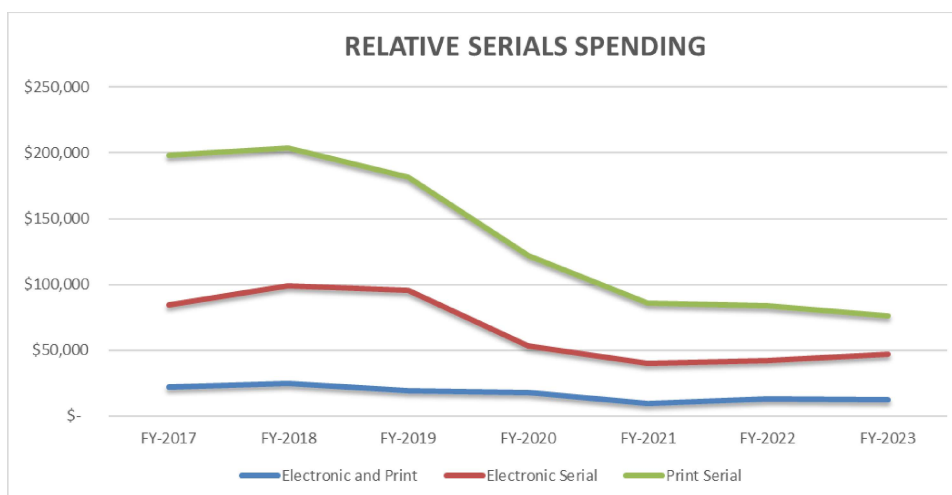
**SERIALS****SPENDING**

Over the course of the year, the library was able to save \$19,363 on serials that are no longer needed, were discontinued, 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, as well as mitigating the costs of inflation on resources we want to continue to provide access to. These savings were largely realized as part of our continuous reviews of subscriptions and standing orders with many of our individual vendors, as well as with our primary subscription agent, Harrassowitz. 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. We converted one title from print to electronic access, as well as two print/online combined subscriptions to electronic only access.



The library balances the University's e-preferred model with law school-specific research needs. The overall trend is toward 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 has continued to be particularly important since 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 seven fiscal years.



## SERVICES PROVIDED

We provided electronic alerts, print routing, and print office delivery services for 188 titles this fiscal year. This number went down from previous years due to the discontinuation of most serial print routing since the COVID-19 pandemic, as well as certain types of electronic alerting no longer possible to be managed at the library level. 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.

## WORKFLOWS AND PROJECTS

We spent a significant amount of time on record work in Alma for our print titles for patron use. This 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. In January 2023 we began to implement prediction patterns into our active print periodical records, including journals, newsletters, magazines, newspapers, and advance sheets. At the close of the fiscal year, we were 68% complete, with 111 prediction patterns coded into the records. Prediction patterns create multiple efficiencies by reducing redundant data entry, enhancing claiming options, and improving quality control in item record descriptions. By following a new item record description format, we also began to reformat some of the item records already present on active serial records, which improves display and findability in our catalog.

We also continued to improve upon retention standardization for active serials and various other record cleanup projects. We have also worked closely with Access Services for workflow issues and fielding

various questions. The conversations and questions result in a continued effort to update, preserve, and streamline out workflows and collections. Our primary goal is to have the most accurate data possible so that that patrons are able to find and use our print collection.

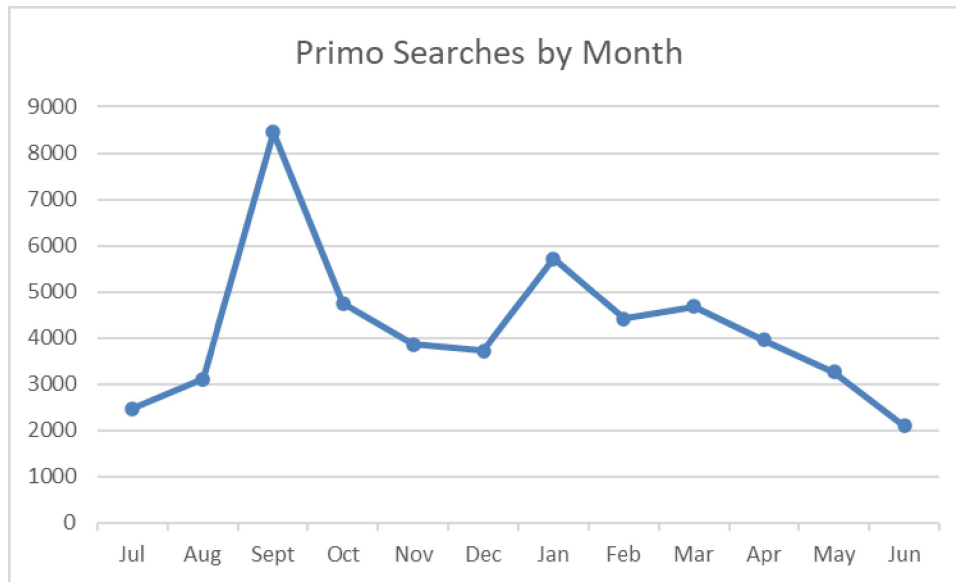
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## STAFFING AND TRAINING

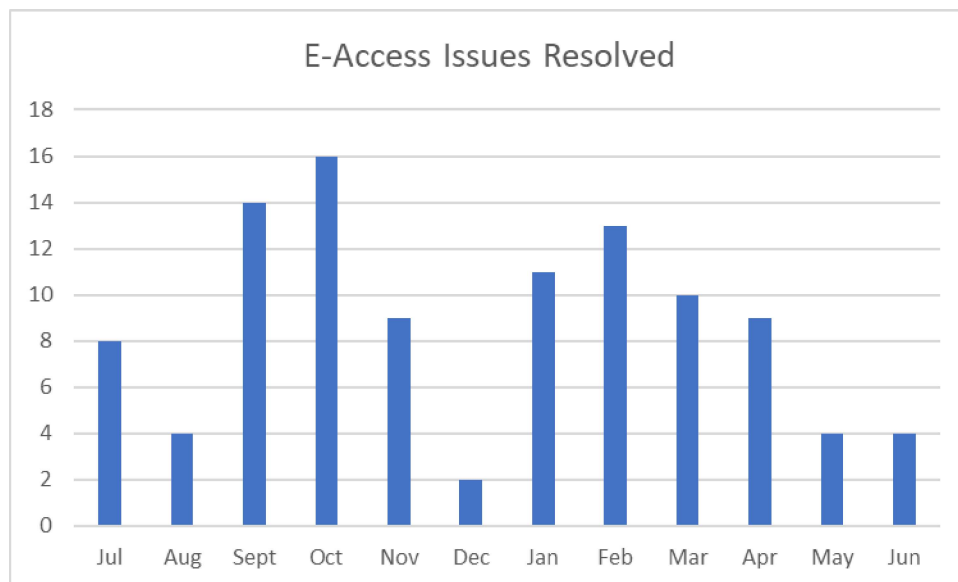
With the start of the new Collections Technician at the end of February 2023, many of the serials-related procedures and workflows were updated and a significant amount of time has been spent training Oliver on all serials-related duties. Collection Services has also continued to have a student employee during the academic year, who has helped with various cleanup projects, spreadsheets, and record withdrawals, which are mostly serials focused.

**SYSTEMS**

Ex Libris's Alma continues to be our integrated library system and we still have a direct hosted instance of Primo as our online catalog. Jennifer manages quarterly changes to both systems, notifying appropriate staff and working with Ex Libris to resolve any issues that arise in the systems.



She also resolved patron electronic access issues and coordinated with vendors and University IS&T as complex issues arose on both sides. This year 104 e-access issues were resolved, a 28% increase over FY2022.



In addition to this work, Jennifer has worked on the configuration for the Rialto implementation, reorganized the documentation for pulling the raw data for the statistical reports the law library completes each year, and led the Knowledge Management Committee. She also assisted with troubleshooting the integration between the institutional repository and the law school website and presented to Student Affairs about using the repository to store orientation information.

**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 78,411 records, comprised of 771 print records and 77,626 electronic records. In addition to all that, we have made 14,877,836 titles available through Alma's Central Discovery Index. The material in the Central Discovery 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 294,892 existing records to provide more accurate metadata through the year. Some of our metadata sources included OCLC, Cassidy Cataloging, Gale, Marcive, Worldshare Collection Manager, and records supplied directly from database vendors. Rialto adds records for individually purchased monographs automatically. These record uploads were monitored closely at first to determine whether or not they met our metadata quality standards. They did not, so monograph records continue to be updated manually by Kerrin after their initial automatic upload. Vendor-supplied records, OCLC, and Cassidy records made up the majority of the records we added during the fiscal year.

Becky and Kerrin have continued to meet weekly to transition metadata duties after Kerrin was promoted to the Metadata Librarian position. Becky, Jennifer, and Kerrin have worked on automating loads and receiving the highest quality records possible. These projects have included ordering and setting up delivery of records from Cassidy Cataloging, OCLC, and Worldshare Collection Manager while also creating a better workflow for deleted records from Worldshare Collection Manager when titles are removed from databases. They also switched several sets of records previously obtained from WorldShare or the Community Zone to better quality Cassidy records. They started working with LexisNexis Digital Library, Overdrive, and OCLC to explain and correct some metadata issues in their records and navigation issues on the Overdrive platform. Becky and Kerrin have also worked closely with Access Services colleagues to fix any metadata problems that arise for print materials. Many of these print material records require updating and reclassification. Jennifer continued to add records and links for individual titles from Justis, a database of foreign and international legal materials, to make that database more discoverable after Justis migrated to a new platform. She also worked with Kerrin and Becky on updating the MyiLibrary

**METADATA BY THE NUMBERS**

- 601,474 total titles available through Alma
- 6,647,013 titles currently available through the Central Discovery Index
- 211,556 records added to Alma in Fiscal Year 2022

records and links to point at their location on ProQuest Ebook Central, and updated digital assets in LibGuides and on the law library website when Westlaw changed its name to Westlaw Precision.

## PROFESSIONAL DEVELOPMENT

The Collection Services staff continued to show a dedication to ongoing learning and development in Fiscal Year 2023. 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 the President of the Law Librarians of New England this year. In that capacity, she oversaw the group's strategic plan development and created a committee to implement LLNE's new Ethical Principles. As the NELLCO Collection Development and Acquisitions Interest Group Co-Chair, she worked on a webinar about licensing and ebooks with Kyle Courtney at Harvard and convened a group to review ALLStAR questions related to collections and acquisitions work. She also served as the Co-Chair for the ALL-SIS Local Arrangements Committee for AALL in Boston in 2023 along with Amelia Landenberger. Anna presented at AALL in 2022 in Denver on DEI in library collections, and drafted a book chapter on that same subject. She attended both LLNE meetings and the NELLCO Symposium after serving on the NELLCO Symposium planning committee. She took a course on Excel for libraries and attended various trainings and webinars throughout the year, including an Inclusive Leadership training offered through Boston University.

Jennifer took an Excel in libraries class and attended various trainings for our databases. She also attended the ER&L Conference, the LD4 Conference, and the NELLCO Symposium. She attended Ex Libris webinars for all of our products (Rialto, Alma, Primo, and Analytics); Springshare webinars; and BU trainings the Criminalization and Over-Incarceration of LGBTQIA+ People, Accessibility and Social Stressors.

Becky served as the LSRD-SIS Vice-Chair/Chair Elect, conducted their biennial membership survey, and chaired and participated the LSRD-SIS Education Committee. She served on the NELLCO Print to Electronic Standing Committee and attended the NELLCO symposium. She also served as a NASIG Mentor and Student Ambassador and presented at the NASIG 2023 Conference in Pittsburgh, PA on procedural documentation on technical services workflows. Becky also attended the 2022 AALL annual meeting in Denver, where she co-led the TS-SIS Hot Topic on format migrations and co-led the LSRD-SIS Local Systems Committee roundtable. Lastly, she served as an outside reviewer for librarian promotional materials and attended the fall 2022 LLNE meeting in New Bedford, MA, various TS-SIS meetings, and several webinars.

Kerrin attended the NELLCO Symposium and the OCLC Cataloging Community meetings. She also attended Ex Libris webinars for Rialto and Alma.