

MIT Document Services Annual Report - July 2007 to June 2008

Highlights:

1. Borrowing and lending extend further beyond the BLC through *RAPID ILL*
2. Service improvements and projects: ILB, ILL, Imaging Lab
3. Operations and space improvements
4. PCI-DSS compliance
5. Supporting system-wide efforts for improved document delivery
6. Copying and printing trends
7. Staffing
8. Departmental goals

1. Borrowing and lending extend further beyond the BLC through *RAPID ILL*

As a result of MIT's participation in *RAPID ILL*, MIT users continue to have access to a wider variety of library collections outside of the Boston Library Consortium (BLC), including institutions like Cornell University, Columbia University, Johns Hopkins University, Princeton University, the University of Michigan, and others. Borrowing and lending with non-BLC partners within the RAPID and OCLC networks continued to grow this year.

Borrowing:

RAPID ILL borrowing represents 42% of all article borrowing for the MIT community. 6,063 articles were obtained for the MIT community through *RAPID ILL*, which was an increase of almost 16% from 5,238 articles in FY 07. • Within *RAPID ILL*, 82% of the items borrowed were provided by libraries in the ARL "pod." Over the last two years of our *RAPID* participation, ARL libraries are supplying the majority of the articles requested by the MIT community.

- Prior to joining *RAPID ILL*, more than 50% of the articles borrowed by MIT were provided by members of the BLC. The portion of articles filled by the BLC overall has now fallen to 22%, within the *RAPID* system, only 18% of articles were filled by BLC libraries.
- The average turnaround time, from the moment a request is routed to *RAPID ILL* to the time it is filled is .59 days, which remains unchanged from FY 07. For non-*RAPID ILL* transactions, the average turnaround time for articles is 3.46 days, improved from 3.88 days in FY 07.
- Overall, MIT's article borrowing increased 15%, from 12,403 articles last year to 14,308 articles in FY 08.

Lending

MIT's article lending within *RAPID ILL* increased by 66% this year, 11,595 articles were loaned to other institutions. This has been the second year in a row since MIT joined *RAPID ILL* where article lending in *RAPID* increased more than 60% from the previous year. Significant efforts have been made to reconfigure work flows and staffing for the ILL and imaging staff to address the increasing quantity of requests. We hope that *RAPID ILL* request levels will soon stabilize.

- Within *RAPID ILL*, 83% of requests were provided to libraries in the ARL "pod." As was the case for borrowing, ARL libraries are borrowing the majority of the articles supplied to *RAPID ILL*.
- Outside of *RAPID ILL*, only 20% of the articles delivered through ILL were provided to BLC libraries. • MIT's fill rates for lending within *RAPID ILL* have remained stable, between 67% and 72%. While efforts have been made to update MIT's holdings in the *RAPID* database more often, these efforts have not paid the expected dividends.
- While our 72% fill rate is still higher than ILL fill rates outside of *RAPID ILL*, there is still room for improvement as we strive to approach the *RAPID ILL* system average of 79%. This will be a challenge:
- As more of MIT's journal subscriptions move to electronic format with fewer print holdings, and print holdings move into storage, it has become increasingly difficult for lending staff to fill ILL transactions within *RAPID ILL*'s guidelines for delivery within 24 hours.
- As more unmediated *RAPID ILL* requests are submitted to lending libraries without intervention from borrowing staff, we are cancelling more request due to incomplete citation data.
- MIT continues to be a "net lender" within *RAPID ILL*. For the second year in a row, MIT has provided 1,712 more articles than MIT has borrowed.
- Book lending activity outside of *RAPID ILL* increased 11%, to 4,651 volumes. This increase can largely be attributed to more loans to institutions outside of the BLC.
- Overall, ILL article lending increased by a modest 2% this year, to 14,155 articles.

2. Service Improvements and Projects

ILB

- The Aeronautics/Astronautics library was added as a pickup point for loans.
- The beta service that started last year to allow MIT users to request materials held in the Library Storage Annex through ILLiad has continued and expanded. 331 articles were scanned by the Annex to fill ILB requests for locally owned material.
- ILB has increased its use of the Ask Us! help service to resolve incomplete citations. In this model, expert librarians and subject specialists are consulted to clarify these citations, to improve the chances of finding a lending library to fill each ILB request.
- When requests cannot be filled by ILB, information about each unfilled request is forwarded to the relevant subject specialist. Subject specialists can choose to contact the patron to suggest alternative materials or use this information as an opportunity for other outreach activities.

- Efforts have been made to take advantage of *RAPID ILL*'s unmediated requesting module, which will allow article requests to be automatically queried against the RAPID database and be transmitted to lenders without staff mediation. Unfortunately, institutions that utilize OCLC's hosted ILLiad server support are not able to take advantage of *RAPID ILL*'s unmediated at this time due to OCLC's server hosting policies. We will continue to ask OCLC to reconsider offering this option to hosted server customers like MIT, and will work to identify other unmediated alternatives.
- Efforts were made to share borrowing request data with subject specialists to aid in selection decisions. Documentation is now available on the staff web for selectors to access self-service ILLiad web reports. Training has been provided for members of the Collection Management Group and subject selectors to utilize this data, as well as ILL data from OCLC's WorldCat Collection Analysis tool.
- Plans are in place to implement OCLC's Direct Request service, which will automatically route ILLiad book loan requests to designated lending partners without staff mediation.
- A new version of the ILLiad web request interface will be released before the end of July, when the new ILLiad-based Annex article delivery service is launched. The new request pages have been updated to make the most common ILLiad activities more prominent, such as downloading PDF articles and making new requests. The new pages will permit users to subscribe to RSS feeds for ILLiad account activity and system updates.
- We anticipate that ILB activity may continue to grow as borrowing options are better integrated into the research discovery process in emerging search tools like *WorldCat Local*.
- ILLiad password issues continue to plague ILB borrowers. While we have developed methods to quickly respond to requests for ILLiad password assistance, we are hopeful that ILLiad authentication can be better integrated with other MIT authentication methods in the future.

ILL:

- The loan period for ILL was changed from 21 to 30 days last year to allow MIT to comply with BLC lending guidelines, and in preparation for MIT's future participation in the BLC's upgraded Virtual Catalog/URSA unmediated borrowing system. Corporate ILL customers have commented positively on the extended loan period.
- As the divisional libraries move large quantities of volumes into storage, holdings statements in the Barton catalog, RAPID ILL, and OCLC become more difficult to interpret. Identifying and obtaining print materials for ILL request fulfillment requires more staff time, as well as increased coordination and communication with Annex staff to request scans of stored items.
- In cases where items are held in both print and electronic format, some license agreements prohibit ILL from the electronic version. As print holdings are moved to storage, these print holdings become less accessible for ILL.
- As MIT cancels more print subscriptions and moves to electronic format only for many titles, providing ILL from the electronic holdings becomes more time intensive. While we were formerly able to verify holdings through a search of the Barton catalog, staff must search VERA as well as database or e-journal web sites to locate the electronic content. License agreements have to be consulted to determine if ILL is permitted. In cases where ILL is permitted, saving PDF copies of articles for electronic transmission to other institutions is usually not permitted. Usually, articles must be printed from the database or e-journal provider first, prior to scanning for electronic delivery.
- While MIT holdings data is transmitted to *RAPID ILL* more frequently, the quantity of items moving to storage or changing from print access to electronic format only continues to change quickly. As a result, MIT's holdings data in external databases like *RAPID ILL* and Worldcat is not always complete or up to date.
- As more of MIT's collections and holdings are exposed on the public web through new search and discovery tools, ILL requests for MIT owned content appear to be increasing. Unfortunately, these new tools do not always display MIT's ILL policies, lending costs, or restrictions alongside of holdings data, which may likely increase the number of lending requests that cannot be filled by MIT.

Imaging:

Scanning Projects:

- Scanning of MIT student publications:
 - Selected *Voodoo* issues from the 1920's to the 1960's
 - Selected issues of *The Tech* from the 1990's
- Scanning from Rotch Library's Limited Access Collections
- Electronic course reserves:
 - Fall 2007: 638 items / 12204 pages scanned
 - Spring 2008: 482 items / 10823 pages scanned
- DOME/Archives digitization projects:
 - Artificial Intelligence (AI) Lab Papers: 290 reports/ 10,450 pages
 - Life and Letters of William Barton Rogers: For this scanning project, 2 volumes (921 images) of selected letters to and from William Barton Rogers were digitized. The letters are now displayed online: <http://libraries.mit.edu/archives/bibliographies/Life&Letters/index.html>
 - MIT Reports of the President: We completed a scanning project that began 3 years ago, scanning the MIT Reports of the President from 79 reports (27, 467 images), years 1911-1997. Searchable PDF files were created with background OCR. The reports are displayed online: <http://libraries.mit.edu/archives/mithistory/presidents-reports.html>
- Upcoming projects:
 - Expanding equipment, software, and other staff capabilities to scan slides for the Rotch Library and other images for teaching.
 - Research Lab for Electronics (RLE) annual report scanning for DSpace
 - Future library digitization for DOME

Thesis Scanning:

- New MIT Theses:
- Ph.D/Sc.D: 586 titles/ 114,184 images
- S.M: 925 titles / 92,656 images
- S.B: 195 titles / 8,869 images
- De-accessioned theses from the Engineering and Science Libraries:
- 852 theses/ 112,387 pages
- MIT Libraries' DSpace Thesis Collection continues to expand:
- DSpace now contains more than 21,000 theses
- 265 electronic theses were transmitted to the MIT Libraries this year by thesis authors for inclusion in DSpace
- Color content is now being captured from all new MIT theses. In past years, color scanning was limited to pages from selected Ph.D/Sc.D theses. We are now able to scan every page of any newly submitted MIT thesis in the same color mode as the original document.

3. Operations and space Improvements

Scanning Studio- An old darkroom was converted into a new digital scanning studio this year. The plumbing and other dark room equipment was removed, and the space was renovated down to bare walls. New flooring, paint, lights, electrical outlets, network outlets, and custom-designed worktables were installed to make the most out of the space and to improve staff efficiency. The scanning studio is now home to the Bookeye 3 scanner, with appropriate furniture and plenty of space to handle oversize or fragile objects. Another underutilized space has recently been turned into a conference room.

BScan ILL Software- The installation of BScan ILL software has dramatically changed the way we scan and deliver article requests. Articles and theses are no longer photocopied to facilitate scanning through a document feeder. With BScan ILL, staff can scan images directly from the journal or book from a flatbed scanner or our Bookeye 3 scanner. The software allows staff to easily perform image treatment tasks like page splitting, de-skewing, and other batch processes. Once the files are ready to be delivered, macros in BScan ILL will perform all of the actions required to deliver the files to the appropriate requesting institution. The software will also update the status of these requests in ILLIAD, saving time for the ILL staff as well.

Paper conservation- Use of BScan ILL has not only streamlined our workflows and decreased scanning and delivery time, it has also substantially limited paper usage and waste in the lab. We estimate that the department has reduced paper consumption by 27% since last year, and 38% from the previous year, from BScan ILL alone. Other systematic changes have been made to conserve paper and toner which allow staff to transmit invoices to patrons electronically in PDF format, and to reduce the number of copies of pull slips and invoices printed across the office.

Cross-training- Work has continued over the past year to continue training ILL and ILB staff to assist one another. The new customer service assistant position that serves both ILL and ILB represents a significant step toward the integration of borrowing and lending operations. A new departmental wiki has also been established to document policies, procedures, and provide support to new staff in all areas of the department. This information is also available to library staff in other departments. Almost all staff in the department has made contributions to the wiki.

4. PCI-DSS Compliance

Document Services worked with IS&T's DCAD group last year to identify an appropriate application to replace our aging invoicing and billing database. Work on this project came to a halt when Document Services was notified of MIT's obligation to meet new PCI-DSS (Payment Card Industry Data Security Standard) requirements. This standard dictates procedures, policies, and technical requirements for secure handling of credit card information including personal data, credit card numbers, and other associated information. All processes that were formerly in place to record, accept, or transmit customer information and credit card data within the department had to be completely reconfigured as a result of this external mandate.

On an institute-wide level, MIT's PCI-DSS compliance project was handled by a team of consultants and IS&T staff, the Merchant Services Project Team. IS&T's DCAD was hired by the Merchant Services team to work with individual vendors to develop new PCI-compliant request forms. Over the course of approximately 10 months, new versions of each of the Document Services request forms were prototyped, tested, revised, re-tested, and finally implemented at the end of May. The new request forms divide the request process into two parts: customers enter citation information and delivery preferences into a request form on the MIT Libraries web site; if credit card payment is selected, users are routed to MIT's Cybersource credit card hosting portal, where users input their credit card data directly into the Cybersource database. The Cybersource database communicates with the banks, validates credit card information, and sends a confirmation to the user and to Document Services. Staff in Document Services can see the last four digits of the credit card number through a password and IP authenticated staff interface, but do not have access to the full span of the credit card data at any time. There is no paper or electronic record of the credit card data outside of the Cybersource system.

The new Document Services request forms are now easier for customers to use. Document Services staff added enhancements to the DCAD-developed forms, which allow the order forms to pre-calculate the cost of each request based on the document type, delivery method, and turnaround time. In the past, users would estimate the price they planned to pay, often incorrectly. Months of work went into the planning and testing of the order form prototypes, but the result has allowed us to handle the credit card data in a more secure fashion and has simplified staff processes as well. The new request confirmation slip serves as pull-slip, customer record, and billing slip which in turn allows us to use 2/3 less paper and reduces staff time by eliminating the need to enter customer data into multiple databases.

MIT is now in the process of completing a PCI-DSS Certification process, where external auditors will review MIT's financial data practices, and ensure that all appropriate measures have been taken to purge credit card data from historical financial records and future electronic records going forward. As a result, 5 years of paper financial records in Document Services have been sorted, blacked out, and shredded by a certified shredding provider.

5. Supporting system-wide efforts for improved document delivery

While many of the services offered by Document Services have traditionally focused on the needs of outside users or institutions, the department has actively supported new projects and initiatives geared toward improving delivery options for the MIT community on the system-wide level:

Library Storage Annex Article Delivery- The beta service for article delivery from the Library Storage Annex that began in November of 2006 has continued, and will be rolled out imminently as a fully featured article delivery service. The new service is powered by a combination of MIT's Aleph-based Barton catalog and the ILLiad request system. The two systems, which cannot easily inter-operate will be joined together by SFX Open URL data. This solution will streamline the request and delivery processes for library users and will better leverage existing tools and software in the MIT Libraries. This new solution was developed through the collaboration of staff in the Library Storage Annex, Document Services, Technology Operations and other public service staff.

ISG DDTF and DDCG- The Document Services Librarian led the ISG Document Delivery Task Force, which completed the Document Delivery Task Force Report in the summer of 2007. The report identified priorities and strategies for improved or enhanced document delivery for the MIT community. It developed a vision for comprehensive and integrated request processes for patrons, identified needs for improved authentication, and suggested a model for a Universal Request Management System that will easily route users to appropriate service offerings which will also aggregate and display request data across multiple library services like Your Account, ILLiad, Ask Us! and more. The report was accepted, and as a result, the new Document Delivery Coordinating Group was formed in January of 2008 to implement the priorities identified in the report and act quickly upon emerging opportunities for service improvements. The Document Services Librarian is the chair of this group.

Emerging Services- the Document Services Librarian was part of the team that analyzed options and costs of providing book delivery to faculty. The new faculty book delivery service will begin later this summer. The Document Services Librarian is a member of the *WorldCat Local* implementation team as well. This new discovery tool will allow users to easily search across MIT's holdings and the holdings of other libraries worldwide, and prominently displays delivery options for materials at the point of need. Borrowing transactions at other institutions increased significantly after the launch of *WorldCat Local*, it is likely that borrowing at MIT may increase as well.

6. Public copying and printing trends

Photocopying in the MIT Libraries has continued to decline, by 30% between FY 07 and FY 08, and 84% between FY 01 and FY 08. 289,570 photocopies were made by MIT users this year across library locations. Pharos-based public printing decreased by 25% from FY 07, with a total of 51,219 prints made.

Anticipating these trends, the Printing, Copying, and Scanning task force examined the copying, printing, and scanning offered across the MIT Libraries, and explored alternative service and budgetary models to support these services. The Printing, Copying, and Scanning report was completed in February of 2008. The report clearly illustrated that the cost-recovery service model that had been in place for more than a decade needed to be completely reconfigured, as it was no longer effective in meeting user needs or recovering service costs.

The task force recommended discontinuing the current fee-based printing system, offering free printing for MIT users through Athena, implementing a new Tech Cash based payment system for photocopying, adding free self-service book scanning kiosks to the divisional libraries, and applying an alternate pricing structure that more closely mirrors the actual cost per copy incurred by the MIT Libraries. The recommendations of the task force were accepted, and an implementation team is actively working to deploy new equipment across the MIT Libraries starting August 1, 2008. Document Services staff has been closely involved with both the task force and the implementation teams. This new service model will allow more access to scanning, and keep copying and printing costs low for users by limiting the MIT Libraries expenses.

Providing copying services to library users has been identified as a core library service, instead of a cost-recovery service. The copying service will now be funded through the MIT Libraries budget as a standard operating expense, and will no longer be managed daily by Document Services as a cost-recovery activity. As a result, the copying system as a whole will be outsourced to MIT's Enterprise Services department. Daily operations of the copiers and the Tech Cash financial infrastructure will be handled by Enterprise Services staff. Document Services will continue to play a program management role and act as a liaison between the MIT Libraries and Enterprise Services. Document Services staff will continue to provide over the counter sale of Tech Cash based copy cards as well. The department will work with the implementation team and library administration to develop a new compensation model for these activities in the coming year as the transition begins in August.

7. Staffing

Staff changes:

- Grace Liang, Customer Services Assistant for ILB & ILL—Arrival
- Shayna Nestor, Technical Assistant, Imaging—Arrival
- James Paton, Technical Assistant, Imaging—Retirement
- Libby Pedevillano, Customer Services Assistant for ILL—Departure
- Drew Swayze, Customer Services Assistant for ILL – Arrival
- Increased reliance on student employees to support ILL, ILB, and scanning operations Training, Conferences, and Committees:
- Christine Quirion: Gave a presentation at OCLC's ILLiad International Meeting in Virginia Beach, VA. Served as Chair of NE ASIS&T
- Jenn Morris: attended an Open Content Alliance scanning event at the BLC.
- Christine Quirion: Led the ISG Document Delivery Task Force, Document Delivery Coordinating Group, and the Printing, Copying & Scanning Implementation team. Served as a member of Public Service Leadership Group, Integrated Services Group, Printing, Copying and Scanning task force, Public Access to the MIT Libraries Task Force, Library Storage Annex Electronic Delivery pilot project team, Faculty Book Delivery analysis team, and the ACCORDIACS OCW-Stellar-Dspace use case group.
- Jenn Morris: member of Computers Support Group, Technology Advisory Group, and Client Focus Group. Jenn served as the MIT Libraries' Technical contact when the occupants of Building 14 were migrated to VOIP telephone service. This role required interaction with IS&T VOIP deployment team and communication with MIT Libraries staff.
- Katie Harris: Member of Ask Us! and Document Delivery Coordinating Group.
- Drew Swayze: Member of Printing, Copying and Scanning Implementation Team

Staff Awards:

- Jennifer Morris: Infinite Mile Individual Award for Communication and Collaboration
- Christine Quirion: Team Award for Improvements to Bookpage Service Reconfiguration

8. Review of FY 2008 Goals

- Complete migration of MS Access invoicing and payment database to a new database infrastructure. **(On hold due to PCI-DSS compliance issues)**
- Restructure request flows for ILL and MIT publications, along with invoicing and payment processing work flows, to leverage new database processes and statistical reporting capabilities.
- Continue to make operational and facilities improvements to support ILB, ILL, and imaging services. **(Ongoing)**
- Work with PSLG and others to investigate alternate service models for printing and photocopying. **(Ongoing)**
- Redesign work flows within the imaging section to take better advantage of scanning equipment and software. **(Complete)**
- Increase direct scanning from bound volumes; reduce reliance on scanning bound materials from photocopies. **(Complete)**
- Work with staff across units to improve access to document delivery services for the MIT community. **(Ongoing)**
- Actively support projects such as the WorldCat Local Implementation, URSA/Borrow Direct, and electronic delivery from the Library Storage Annex, and others recommended within the ISG Document Delivery Task Force Report. **(Ongoing)**

Goals for FY 2009

- Work with staff in other library units to offer appropriate digitization and consulting services to support digitization of MIT Libraries for DOME projects.
- Develop and market the new slide scanning service to library units and the MIT campus.
- Develop strategies to provide image scanning services (e.g. slides or photographs) for teaching.
- Work with DDCG and other library units to advance the goals of the ISG Document Delivery Task Force Report, including the development of improved services, and closer integration of document delivery service options within new library search tools
- Continue to explore options for unmediated request processing like OCLC Direct Request and unmediated borrowing systems like the BLC Virtual Catalog or Borrow Direct
- Complete migration of MS Access invoicing and payment database to a new database infrastructure.
- Restructure request flows for ILL and MIT publications, along with invoicing and payment processing work flows, to leverage new database processes and statistical reporting capabilities.
- Work with the PCS Implementation Team and library administration to develop appropriate roles and compensation for Document Services as the program manager of the new outsourced photocopying system.

Submitted by:

Christine Quirion, Document Services Librarian

July 14 2008