TECHNICAL SERVICES IN THE 21ST CENTURY

ADVANCES IN LIBRARY ADMINISTRATION AND ORGANIZATION

Series Editor: Samantha Schmehl Hines

Recent volumes:

Volume 1:	Edited by W. Carl Jackson, Bernard Kreissman and Gerard B. McCabe
Volumes 2–12:	Edited by Bernard Kreissman and Gerard B. McCabe
Volumes 13–20:	Edited by Edward D. Garten and Delmus E. Williams
Volume 21–24:	Edited by Edward D. Garten, Delmus E. Williams and James M. Nyce
Volume 25:	Edited by Edward D. Garten, Delmus E. Williams, James M. Nyce and Sanna Talja
Volume 26:	Edited by Edward D. Garten, Delmus E. Williams, James M. Nyce and Janine Golden
Volume 27:	Edited by William Graves III, James M. Nyce, Janine Golden and Delmus E. Williams
Volume 28:	Edited by Delmus E. Williams, James M. Nyce and Janine Golden
Volume 29:	Edited by Delmus E. Williams and Janine Golden
Volume 30:	Edited by Delmus E. Williams and Janine Golden
Volume 31:	Edited by Delmus E. Williams and Janine Golden
Volume 32:	Edited by Delmus E Williamsand Janine Golden
Volume 33:	Edited by Delmus E Williams, Janine Golden and Jennifer K. Sweeney
Volume 34:	Edited by Samantha Schmehl Hines and Marcy Simons
Volume 35:	Edited by David Baker and Wendy Evans
Volume 36:	Edited by Samantha Schmehl Hines and Kathryn Moore Crowe
Volume 37:	Edited by Samantha Schmehl Hines and Miriam Matteson
Volume 38:	Edited by Samantha Schmehl Hines and Alice Daugherty
Volume 39:	Edited by Samantha Schmehl Hines and George J Fowler
Volume 40:	Edited by Samantha Schmehl Hines and Janet A Crum
Volume 41:	Edited by Samantha Schmehl Hines

ADVANCES IN LIBRARY ADMINISTRATION AND ORGANIZATION VOLUME 42

TECHNICAL SERVICES IN THE 21ST CENTURY

EDITED BY

SAMANTHA SCHMEHL HINES
Peninsula College, Port Angeles, USA

United Kingdom – North America – Japan
India – Malaysia – China

Emerald Publishing Limited
Howard House, Wagon Lane, Bingley BD16 1WA, UK

First edition 2021

Copyright © 2021 Emerald Publishing Limited

Reprints and permissions service
Contact: permissions@emeraldinsight.com

No part of this book may be reproduced, stored in a retrieval system, transmitted in any form or by any means electronic, mechanical, photocopying, recording or otherwise without either the prior written permission of the publisher or a licence permitting restricted copying issued in the UK by The Copyright Licensing Agency and in the USA by The Copyright Clearance Center. Any opinions expressed in the chapters are those of the authors. Whilst Emerald makes every effort to ensure the quality and accuracy of its content, Emerald makes no representation implied or otherwise, as to the chapters' suitability and application and disclaims any warranties, express or implied, to their use.

British Library Cataloguing in Publication Data
A catalogue record for this book is available from the British Library

ISBN: 978-1-80043-829-3 (Print)
ISBN: 978-1-80043-828-6 (Online)
ISBN: 978-1-80043-830-9 (Epub)

ISSN: 0732-0671

ISOQAR certified Management System, awarded to Emerald for adherence to Environmental standard ISO 14001:2004.

Certificate Number 1985
ISO 14001

INVESTOR IN PEOPLE

CONTENTS

List of Contributors *vii*

Introduction *1*
Samantha Schmehl Hines

Guiding Principles for Technical Services through a Content Analysis of Strategic Plans *5*
Abigail Bibee, Erin Gallagher and David Isaak

More than Meets the Eye: Technical Services Work as Outreach *21*
Whitney A. Buccicone and Kristin Browning Leaman

Complex Adaptive Systems in Technical Services: A Functional Model for Assessing Institutional Alignment *31*
Nina Servizzi

Process Mapping and High Performance Management in Technical Services *55*
Kristy White

Faculty Workload Guidelines in Technical Services *69*
Aimée deChambeau, Ian McCullough, Melanie McGurr and Mike Monaco

Life Cycle Package Management for Print and Electronic Resources: Cross-training a Customer-oriented Technical Services Team *83*
Beth Ashmore, Maria Collins, Christenna Hutchins and Lynn Whittenberger

Two Separate Worlds, One Shared Goal: An Exploration of Special Collections Catalogers' Reporting Lines and Institutional Organization *103*
Colleen W. Barrett, Whitney A. Buccicone and Joseph J. Shankweiler

You Are What You Measure *119*
Sarah Theimer

Moving Toward BIBFRAME and a Linked Data Environment *131*
Misu Kim, Mingyu Chen and Debbie Montgomery

Data of E-Resources: Moving Forward with Assessment *155*
Jessica Urick Oberlin

From Silo to the Web: Library Cataloging Data in an Open Environment *175*
Jo Williams

The Death of the Big Deal and Implications for Technical Services *193*
Angela Maranville and Karen Diaz

Purchasing Models for Streaming Film: Attitudes and Motivation *213*
Lindsey Reno

About the Authors *221*

Index *227*

LIST OF CONTRIBUTORS

Beth Ashmore	North Carolina State University Libraries, USA
Colleen W. Barrett	University of Kentucky, USA
Abigail Bibee	University of Arizona Libraries, USA
Whitney A. Buccicone	University of Virginia, USA
Mingyu Chen	University of Texas at Dallas, USA
Maria Collins	North Carolina State University Libraries, USA
Aimée deChambeau	The University of Akron, USA
Karen Diaz	West Virginia University Libraries, USA
Erin Gallagher	University of Florida Libraries, USA
Christenna Hutchins	North Carolina State University Libraries, USA
David Isaak	Reed College Library, USA
Misu Kim	University of Texas at Dallas, USA
Kristin Browning Leaman	Indiana University, USA
Angela Maranville	West Virginia University Libraries, USA
Ian McCullough	The University of Akron, USA
Melanie McGurr	The University of Akron, USA
Mike Monaco	The University of Akron, USA
Debbie Montgomery	University of Texas at Dallas, USA
Jessica Urick Oberlin	Pennsylvania College of Technology, USA
Lindsey Reno	University of New Orleans, USA
Nina Servizzi	New York University Division of Libraries, USA
Joseph J. Shankweiler	Western Kentucky University, USA
Sarah Theimer	University of New Hampshire, USA
Kristy White	Duquesne University, USA
Lynn Whittenberger	North Carolina State University Libraries, USA
Jo Williams	Middle Tennessee State University, USA