

May 2, 2005

Dear CUL technical services colleague,

We are writing in our role as a task force assisting the CUL Technical Services Integration Team to solicit input from technical services staff. We ask for your assistance to evaluate the CUL Technical Service Integration Team's preliminary steps toward a new CUL-wide technical services organizational structure. We are keenly interested in learning more about your concerns and needs as we move into this time of transition between what technical services has been at CUL, and what it is becoming. To that end, we ask that you fill out the accompanying survey. Please be assured that this survey is only the first of several opportunities you will have to provide input on the new organization.

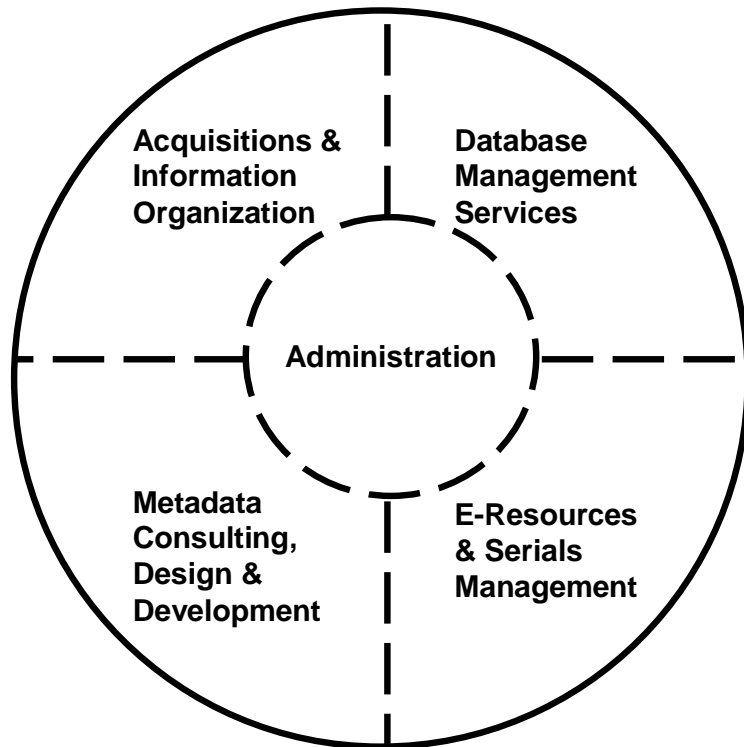
The survey takes about fifteen or twenty minutes to fill out. Please complete it using Word or a plain text editor and return it to one of us (see names and e-mail addresses below). Please complete and return the survey as soon as possible but no later than May 6, 2005. A special note: The individuals who submit their completed surveys by noon on Wednesday, May 4 will be entered in a raffle for a \$50 gift certificate for Amazon.com.

As you may know, the CUL Technical Services Integration team has been working to redesign our organizational structure to enable us to continue delivering outstanding technical services while achieving the benefits of more unified operations. We offer for your consideration the team's draft proposal for the top layer of a new organization for integrated but physically distributed operations (see next page).

Your individual response to the survey will be kept strictly confidential. If you wish, we will share a copy of your survey response with your supervisor, provided you choose that option at the end of the survey. Otherwise, only we and Technical Services Integration team members will see your individual response. While the CUL Technical Services Integration team plans to prepare a report summarizing the survey findings, the report will contain no individual names. You can expect to hear the summary report of the survey either at the all-CUL technical services staff meeting on May 25, or posted on the Technical Services Integration Web site (<http://www.library.cornell.edu/tsweb/aboutus/TSIWeb/TSintegration.htm>).

If you have any questions, please contact any one of us. Your input is invaluable and we thank you for your assistance.

Sincerely,
Liisa Mobley, Mann Library (lsk24)
Boaz Nadav-Manes, CTS (btn3)
Jim Spear, Mann Library (jds11)
Pam Stansbury, CTS (pjs4)
Mary Wesche, CTS (mlw7)



**Library Technical Services Organization
 Overview
 DRAFT April 2005**

Acquisitions & Information Organization: Print monographic acquisitions, government documents, gifts and exchange; bibliographic control (original or complex copy cataloging of print/MARC-based electronic, items not eligible for batch or fast processing), metadata production (manual); training (identifying training needs, coordinating training); liaison work; IT support; service innovations (e.g., ITSO, user-centered enhancements, research and statistics (alone or in coordination with IRIS, other functional groups/committees)); publicity and public relations.

Database Management Services: Database management and enrichment for Voyager, other access systems, including metadata systems (e.g., digital collections, metasearch mappings, LFP knowledge base.); authorities and other post-cataloging functions; physical processing; metadata registry maintenance; records for government documents from MARCIVE; coordinate Marcadia, BatchCat, other automated processes. Operations assessment and management; policies and best practices (documentation), TSWeb.

E-Resources and Serials Acquisitions and Management: E-resource management; licensing, troubleshooting, invoicing; liaison work; print serials account management and control, including selected bibliographic work and maintenance.

Metadata Consulting, Design & Development: Metadata services to Cornell faculty, staff and community partners to increase the value of their digital resources. Participation in digital project teams, recommending metadata approaches and schemes; analyzing, reformatting and converting existing metadata; automated metadata creation; development of data models for access; workflow assessment and development; customization of metadata schemes; development of application profiles; metadata harvesting and capture; metadata standards work; metadata project budgeting, invoicing and account management.

Administration: Management & oversight; communications & liaison work; environmental scanning; setting policy and priorities; financial and strategic planning; project sponsorship and management.

TSI Staff Survey, May 2005

NAME: _____

PLEASE TYPE AN "X" TO THE LEFT OF THE APPROPRIATE NUMBERS

1	2
Academic staff member	Non-academic staff member

1	2	3	4
CTS	Mann	RMC	Other

1. Looking at the proposed organizational chart and considering the context provided in the cover letter, how do you feel about this model for CUL Technical Services? Please type an "X" to the left of the appropriate number, with 1 being most positive and 5 being least positive about the model.

1	2	3	4	5
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2. Once again considering the chart and context information, how would you characterize your level of concern about the proposed new structure? Please type an "X" to the left of the appropriate number, with 1 being unconcerned and 5 being most concerned.

1	2	3	4	5
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3. Please list up to three things you feel are the most positive aspects of the model:

4. Please list up to three things that give you the most concern:

5. What role would you like to play in a newly-reorganized CUL technical services operation? (Answering this question is optional. However, your candid response will greatly assist the TSI team to make a more effective technical services department.)

6. Share a copy of your response with your supervisor?

1	2
Yes	No

PLEASE USE WORD OR NOTEPAD TO COMPLETE THIS SURVEY AND RETURN IT AS AN EMAIL ATTACHMENT TO ONE OF THE FOLLOWING PEOPLE:

Liisa Mobley, Mann Library (lsk24)

Boaz Nadav-Manes, CTS (btn3)

Jim Spear, Mann Library (jds11)

Pam Stansbury, CTS (pjs4)

Mary Wesche, CTS (mlw7)

THANKS FOR YOUR HELP!