July 2012

Managing Special Collections: Service, Security, Statistics

Available at: http://works.bepress.com/markigreenberg/16
Managing Special Collections:

*Service, Security, Statistics*
Christian Dupont and Frank Hermes, Atlas Systems

- Aeon Program Director, Atlas Systems
- Former director of special collections at University of Virginia and Syracuse University
- Independent researcher on history of libraries and their cultural influence and library management issues

- Senior Advisor, Atlas Systems
- Former Vice President for Cooperative Discovery, OCLC
- Founded and directed the Library Leadership Network, a library management resource and consulting service

Use the Q&A box to submit questions during the program.

Tweets us @LibraryJournal #ljatlas
Mark I. Greenberg, University of South Florida

- Director of the Special & Digital Collections Department at the University of South Florida, where he also directs the Libraries’ Florida Studies Center, Holocaust & Genocide Studies Center, and Oral History Program
- Previous roles include serving as a public historian at the Institute of Southern Jewish Life in Jackson, Mississippi
- Author or editor of three books and more than two dozen articles and reviews, including Jewish Roots in *Southern Soil: A New History*, co-edited with Marcie Cohen Ferris (Brandeis, 2006).
Richard W. Oram, Harry Ransom Center

• Associate Director and Hobby Foundation Librarian at the Harry Ransom Center, University of Texas at Austin, where he is responsible for all collections and public services

• Former Chair of ACRL’s Rare Books and Manuscripts Section; also served as Chair of the RBMS Security and Publications Committees

• Published over 20 essays on literary and library management topics, including a chapter on the recovery of stolen special collections for ACRL’s Guide to Security Considerations and Practices for Rare Book, Manuscript, and Special Collection Libraries (ACRL, 2011)
Lisa Janicke Hinchliffe, University of Illinois at Urbana-Champaign

- As ACRL Past President (2011-12) has been a key contributor to ACRL’s Value of Academic Libraries Initiative
- Co-editor with Melissa Wong of Environments for Student Growth and Development: Libraries and Student Affairs in Collaboration (ACRL, 2012)
- Since 2002, Coordinator for Information Literacy Services and Instruction and an associate professor for library administration at the University of Illinois at Urbana-Champaign
Valuing Special Collections

Lisa Janicke Hinchliffe, University of Illinois at Urbana Champaign
Coordinator for Information Literacy Services and Instruction
“Few libraries exist in a vacuum, accountable only to themselves. There is always a larger context for assessing library quality, that is, what and how well does the library contribute to achieving the overall goals of the parent constituencies?”

Sarah Pritchard, 1996
Value

Know What Users Need

Provide What Users Need

Demonstrate Meeting the Need
The Value of Academic Libraries: An ACRL Initiative

- Align libraries with institutional outcomes.
- Empower libraries to carry out work locally.
- Create shared knowledge and understanding.
- Contribute to higher education assessment.

http://www.acrl.ala.org/value/
Documentation
Process + Outcome

Prove

Improve

Effectiveness + Efficiency
Valuing Special Collections – Lisa Janicke Hinchliffe

Promising Methods

- Satisfaction Survey
- Critical Incident Protocol
- Analysis of Product(s)
- Work Process Review
Return on Investment

Inputs/Outputs

Outcomes
Managing Special Collections Service

Mark I. Greenberg, University of South Florida
Director of Special & Digital Collections, Holocaust & Genocide Studies Center
USF’s Previous Special Collections Service Model

For Patrons
- A lot of paper
- A lot of rules
- Barriers to access
- Delays
- Anxiety?

For Staff
- Irregular workflow
- Limited paper trail
- Poor chain of custody
- Limited knowledge about our patrons
- Time consuming
- Manual statistics inhibit assessment
- Anxiety?
USF’s Revised Special Collections Service Model
Still Rules, but Less Paper

New Patron Registration
Welcome to the University of South Florida Tampa Library Special & Digital Collections. In order to provide access to our collections, and to ensure ongoing access to them, patrons are asked to respect the rules and regulations. Please read the two documents below and signify your acceptance of these policies and regulations by clicking "I Agree".

Policies and Procedures
Special & Digital Collections welcomes researchers, students, and community users and encourages a safe, secure, and productive manner. The department has developed the following policies and procedures to promote best practices developed by ACRL, REA, and SAA. Please see their joint statement for more information.
1. All patrons are required to register via Aeon prior to using materials.
2. All materials must be consulted in the reading room. Place requests via an Aeon account or call 813-228-7000 for assistance. A staff member will retrieve all items requested; archival collections will be retrieved on request.

Copyright and Reproductions
Many of the collections and individual items in Special Collections may be protected by copyright. Libraries and archives are authorized to furnish a photocopy or other reproduction provided that the user understands that the fee for the reproduction is paid to the Copyright Owner. It is the responsibility of the user to obtain permission in advance of the use from the Copyright Owner. For general information on determining the copyright status of a work, consult the Copyright Office. To print a copy of the Policies and Procedures and Copyright and Reproductions, please click here.

If I do not adhere to these policies, my privileges as a reader may be revoked.

I Agree

<table>
<thead>
<tr>
<th>New User Registration for Aeon</th>
</tr>
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<tbody>
<tr>
<td><strong>First Name</strong></td>
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<td><strong>Last Name</strong></td>
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<td><strong>Research Interests</strong></td>
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</table>

Select an ID Type
Select a User Type
Select a Discipline
Select Research Interests
Greater Access

There are no additional ways to narrow your results. You may remove selections or initiate a new search above.

- Books in the library
- Went more results? Try: Search Other University Libraries WorldCat Google Books "Search Florida Libraries"

   **Author:** Yorknas, Alvin P.
   Summary: Correspondence, personal journals, military documents, postcards, photographs, artwork, printed ephemera, and results... see more

Click here to access finding aid (EAD)
USF SPECIAL COLLECTIONS-Tampa Manuscript Collection

Request for Reading Room Use
Greater Efficiency
# Greater Self Sufficiency

## Completed Requests

<table>
<thead>
<tr>
<th>TN</th>
<th>Type</th>
<th>Title</th>
<th>Author</th>
<th>Volume/Box</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>5952</td>
<td></td>
<td>University of South Florida : the first 50 years, 1950-2005</td>
<td>Greenberg, Mark I.</td>
<td></td>
<td>USF Archives and Faculty Publications</td>
<td>Request Finished</td>
</tr>
<tr>
<td>4649</td>
<td></td>
<td>Natural history of Carolina, Florida, and the Bahama Islands: containing the figures of birds, beasts, fishes, serpents, insects and plants; particularly the forest-trees, shrubs and other plants, not hitherto described, or very improperly figured by out</td>
<td>Catesby, Mark. 1683-1749.</td>
<td>1</td>
<td>Vault</td>
<td>Request Finished</td>
</tr>
<tr>
<td>4318</td>
<td></td>
<td>Concentration camp drawings</td>
<td></td>
<td></td>
<td>Holocaust &amp; Genocide Studies Collection</td>
<td>Request Finished</td>
</tr>
<tr>
<td>4055</td>
<td>Mixed Material</td>
<td>iPod Kit, No. 8</td>
<td></td>
<td></td>
<td>General Music Collection</td>
<td>Request Finished</td>
</tr>
<tr>
<td>3401</td>
<td>Monograph</td>
<td>Art for the middle classes : America's illustrated magazines of the 1840s</td>
<td>Patterson, Cynthia Lee</td>
<td></td>
<td>USF Archives and Faculty Publications</td>
<td>Request Finished</td>
</tr>
<tr>
<td>3409</td>
<td>Manuscript</td>
<td>Leland-Heeves Collection</td>
<td></td>
<td></td>
<td>Manuscript Collection</td>
<td>Request Finished</td>
</tr>
<tr>
<td>3175</td>
<td></td>
<td>10 British P.O.W. saw my life : Sara/Hannah Rigler's gift of life /</td>
<td>Rigler, Hannah. 1920-</td>
<td></td>
<td>Holocaust &amp; Genocide Studies Collection</td>
<td>Request Finished</td>
</tr>
</tbody>
</table>
1. Please respond to the following statements regarding Reading Room staff and facilities:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A staff member provided helpful service.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>A staff member retrieved my materials in a timely manner.</td>
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<td>Reading Room hours of service met my needs.</td>
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<tr>
<td>The Reading Room offered a quiet place to work.</td>
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<td>The Special &amp; Digital Collections website was easy to use.</td>
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<tr>
<td>Photocopying / duplication services met my needs.</td>
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<tr>
<td>I met my research goals during this visit.</td>
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<tr>
<td>I had a positive overall experience.</td>
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</tbody>
</table>

2. Which best characterizes the project that motivated your visit to Special Collections?
   - Class assignment
   - Dissertation or thesis
   - Publication (e.g., article, book)
   - Curriculum development / teaching preparation
   - Family history / genealogy project
   - Administrative or work-related assignment
   - Other (please specify): ___

3. Which best describes you?
   - Undergraduate student
   - Master's student
   - Doctoral student
   - Faculty member or post-doc
   - University staff
   - Community user

4. What can we do to improve your experience in the Special Collections Reading Room?

___

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ATLAS SYSTEMS
Libraries excel. Services partner.
Even More Self Sufficiency
Increasing Impact
Greater Use of Special Collections for Research and Teaching
Securing Special Collections

Richard Oram, Harry Ransom Center, The University of Texas at Austin
Former Chair, Security Committee, ACRL Rare Books and Manuscripts Section
The Problem

- 100+ incidents of theft from special collections since 1985
- Some thefts amounted to $1M or more; E. Forbes Smiley stole maps worth $3M from Yale, NYPL, Boston Public
- Most thefts by outsiders but insider theft (33%) resulted in the most devastating losses to collections
Basic Tools


• ACRL/RBMS *Guidelines Regarding Security and Theft in Special Collections* (2009)

http://www.ala.org/acrl/standards/security_theft
ACRL/RBMS Security Committee (http://rbms.info)

RBMS Security Committee
- Change (from RBMS Manual)
- Current Members (from RBMS Committee Roster)
- Agendas and Minutes
- ACRL/RBMS Guidelines Regarding Security and Theft in Special Collections (2009)

Library and Archival Security News
- MissingMaterials.org, Together with the RLG Partnership, the RBMS Security Committee and the ABAA, OCLC Research developed MissingMaterials.org, a free mechanism for sharing reliable information about missing rare books and other materials at the network level. A description of the project and slides from the May 10, 2010 webinar can be found at http://www.oclc.org/research/activities/missingmaterials/default.htm
- "Lessons from a Theft: Bringing Security Tools and Knowledge to New York’s Historical Records Community", The New York State Historical Records Advisory Board (SHRB) has begun work on a NEHRC funded project to develop training and web resources related to records security and theft prevention. Workshops and tools will be available for NYS archives, local governments, historical organizations, libraries, and any other repository with rare archival, historical or public records in their collections. More information can be found at http://www.nyshrb.org/about/about_projects_security.shtml.
- Art and Crime: Exploring the Dark Side of the Art World, edited by Noah Charney, has been published (2009) by Praeger. Despite its focus on the art world, it contains two articles, one by Travis Mcdade and the other by Richard W. Oram and Ann Hartley, on issues relating to library, archival, and map thefts and the recovery of special collections.
- What Drives People to Steal Precious Books (Financial Times, 6 March 2009), by Tim Richardson

Library and Archival Security Resources
Resources relating to security best practices, guidelines, and reporting of theft/missing items.

Incidents of Theft
A chronological log of theft reports in the news going back to July 1997.

State Laws
A list of individual state laws pertaining to thefts of and damage done to library materials.

Listings of Missing and Stolen Library Materials
- http://nj.gov/state/darm/missingdocuments.html#recovered, list of lost material from the New Jersey State Archives. [link posted 1 December 2011].
- List of damaged books and missing maps from the Austrian National Library [MS Word, posted 25 May 2010]
- Missing Broadside. Posters. Prints and Photographs from the New York State Library Manuscripts and Special Collections [MS Word, posted 14 May 2010]
Preparation for the Possibility of Theft is Essential

- Appoint a library Security Officer (LSO) to oversee all security
- Create a security SOP
- Examine patron registration
- Review reading room procedures
Budgetary Considerations:
Security is expensive, but so are the consequences

- Consider hiring a security consultant
- Follow best practices in new construction or remodeling
- Make sure that reading rooms are adequately staffed
- Security guards (preferably hired & trained by the library)
- Surveillance equipment
- Tracking software (e.g., Aeon) that retains all circulation transactions
Prevention of Internal Theft

- Invest in alarms, keycard systems, and surveillance cameras/DVRs
- Background checks on all special collections personnel
- Ensure that all special collections staff belongings are checked before exit and that all staff comply with security regulations
What To Do If You Have A Theft

• Put your theft plan into effect (collection of evidence, liaison with authorities and central administration, PR response)
• Transparency, transparency, transparency! Cover-ups aid thieves and often backfire (remember the person below)
Learn more and share:

- Liked this webcast? Share the archived version with a friend see [www.libraryjournal.com/webcasts](http://www.libraryjournal.com/webcasts).
- Want to learn more about Aeon? Sign up for a demo now at [www.atlas-sys.com](http://www.atlas-sys.com).
- Other questions? Write to Christian Dupont at cdupont@atlas-sys.com.
- Thank you for joining us!

Questions for our panelists?

- Click on the red Q&A box and start typing
- Or use Twitter:  
  @LibraryJournal  
  #ljatlas
- We’ll keep going until the top of the hour