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People Profile: Hope Barton

Editor

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### Endnotes


5. Ibid., 5

6. Ibid., 9


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### It Never Ends...Technical Services and Planning in a Changing Environment

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### Introduction

Libraries are facing a period of transformative change. The ubiquity of electronic and networking information has changed their customers’ expectations for timely access to an ever wider variety of materials and services. It is important for technical services departments to handle acquisitions, cataloging, and maintenance work efficiently, to make adjustments to ensure the steady flow of materials through the department, and eliminate the potential for backlogs. This article presents one library’s approach to reviewing and assessing traditional functions in the light of changing user needs and enhancing its flexibility to take on new metadata work and hidden collections cataloging.

The Central Technical Services Department (CTS) of the University of Iowa Libraries consists of two units: Acquisitions and Rapid Access (ARC) and Complex Cataloging (CCU). As CTS leaders, we felt it was necessary to review all operations in light of the rapidly changing library and information environment. Given the differences in the nature of the work performed each unit, we believed it would be more effective to have separate planning processes. In recognition of the magnitude of change likely to result from the reviews, it was decided to keep the services of the University’s Office of Organizational Effectiveness (OE) to guide us through the planning efforts. After consulting with OE staff, a modified Lean approach was selected as most appropriate for accomplishing our workflow review.

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### Rumors

**Ingram Library Services, Inc., Spring Arbor Distributors Inc., Ingram Publisher Services Inc., Tennessee Book Company LLC and Coutts Information Services.** The Ingram companies – Ingram Book Group, Ingram Digital Group and Lightning Source, Inc. – provide a broad range of physical and digital services to the industry.

**www.ingrambook.com**

We have a great article by Ellen Finnie Duranceau <efinnie@mit.edu> that we were not able to run in this issue because of space. The article is called “Libraries & The Digital Commons: Eight Principles for an Emerging Ecosystem.” Watch for it, coming soon!

Well, we are finally rolling out an ATG online at the 2007 Charleston Conference continued on page 56