

### Annual Report: 2006-2007

This year, TRLN directors conducted a fast-track planning effort to identify a set of standard services to continue and new areas to pursue in the next two to three years. The planning process identified the program strengths, developed during our long history of collaboration, that provide a solid foundation to expand our efforts. TRLN will continue to maintain these core programs and services – cooperative collection development, joint licensing, document delivery, reciprocal services, and coordinated staff development and training. At a planning retreat, the directors affirmed past TRLN successes and continuing programs, revised and reaffirmed the TRLN *Principles of Cooperation*, and discussed potential new project areas. A broad new initiative emerged from the retreat – to build the **Digital TRLN**. Six new project areas were identified as opportunities for TRLN to lead in the creation of innovative digital collections and services. The Governing Board endorsed the initiatives at its September meeting and released reserve funds to them. The project areas are described in Appendix A, and our progress is documented below.

#### 1. SEARCH TRLN

In February, TRLN purchased the Endeca Information Access Platform to create a single interface that will search across the online catalogs of all four institutions. TRLN was a pioneer in the creation of the first consortial online catalog in the 1980s. With Endeca, patrons will again have seamless access to the 14 million volume combined collection, this time with next-generation search capabilities. This powerful new search engine will improve upon traditional keyword searching by adding faceted browse to more fully expose and exploit the rich metadata in our online catalogs. In time, the Endeca implementation will enable TRLN to facilitate new collaborative services to its patrons. TRLN will build upon the experience of the North Carolina State University Libraries, which in 2006 was the first academic library in the world to deploy this popular e-commerce software. The benefits of faceted browsing are explained in the publication *TRLN Highlights: Faceted Browse*.

A Steering Committee and two Task Groups were formed to work on this project and held a kick-off meeting in April. A new position, TRLN Endeca Implementation Librarian, was created and filled. Derek Rodriguez joined TRLN on June 4, 2007, bringing more than thirteen years of library systems experience as well as expertise in several programming languages and manipulation of MARC data.

Four staff members from TRLN institutions attended Endeca training in June. The Task Groups have been actively reviewing data and indexing requirements and preparing user interface specifications and Endeca has assigned a project team to TRLN. The Endeca project team visited TRLN in July to deliver functional and technical specifications for our implementation. On June 22, TRLN hosted the first Endeca Library Users Group meeting at the American Library Association Annual Meeting in Washington, D.C. Representatives of libraries which have implemented Endeca's Information Access Platform attended the meeting to share experiences.

## **2. ARCHIVE EFFICIENTLY AND PERMANENTLY**

In 2006, TRLN directors tackled collaborative archiving – both print and electronic – as a natural companion to cooperative collection development. As the marketplace of electronic journal backfiles has matured and two prominent and complementary archiving solutions have emerged, TRLN saw a role for the consortium to join LOCKSS and Portico as a group and issue a statement in support of both initiatives. LOCKSS (Lots of Copies Keep Stuff Safe) is open source peer-to-peer software created to facilitate the local ownership, access and storage of digital content from participating publishers. Portico, by contrast, is a third-party service that archives electronic source files from participating publishers in a permanent, dark archive. With trusted solutions in place for electronic files, and a storage agreement between Duke University and UNC for a new module at Duke's Library Services Center (LSC), the directors charged a Task Group to engineer and coordinate a Single Copy Program for duplicate format serials targeted for storage at the LSC.

In January 2007, TRLN released its first briefing paper which focused on LOCKSS and Portico, naming this first-in-a-series publication *TRLN Highlights*. The series is aimed at the internal audience of TRLN library employees to keep staff informed of new projects and developments.

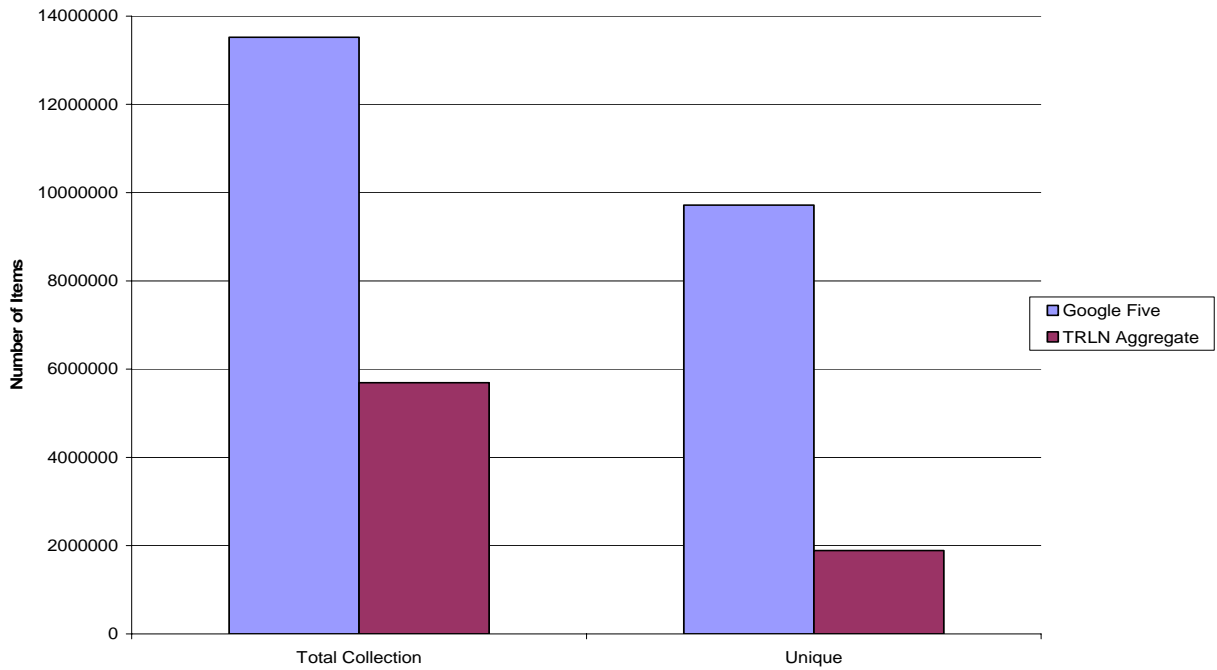
The Single Copy Task Group has made substantial progress on program principles, potential workflows, and the binding legal agreements necessary to ensure the perpetuity of the print archive. In the beginning of fiscal year 2007-2008, the group will begin to physically move materials from UNC to the LSC and refine the bibliographic holdings in local catalogs to reflect the new location and last copy status of the items.

## **3. BUILD LARGE-SCALE DIGITAL COLLECTIONS**

Using the OCLC WorldCat Collection Analysis Service (OCLC-WCAS), funded by TRLN for a second consecutive year, TRLN was able to produce estimates of the number of titles it holds uniquely compared to peer institutions. Data was collected in core subject areas such as Southern Americana. When a new WCAS group account was created to allow comparison of the 10 aggregated TRLN library collections with WorldCat and the original Google Book Search partners, uniqueness findings were similarly strong (see page 3).

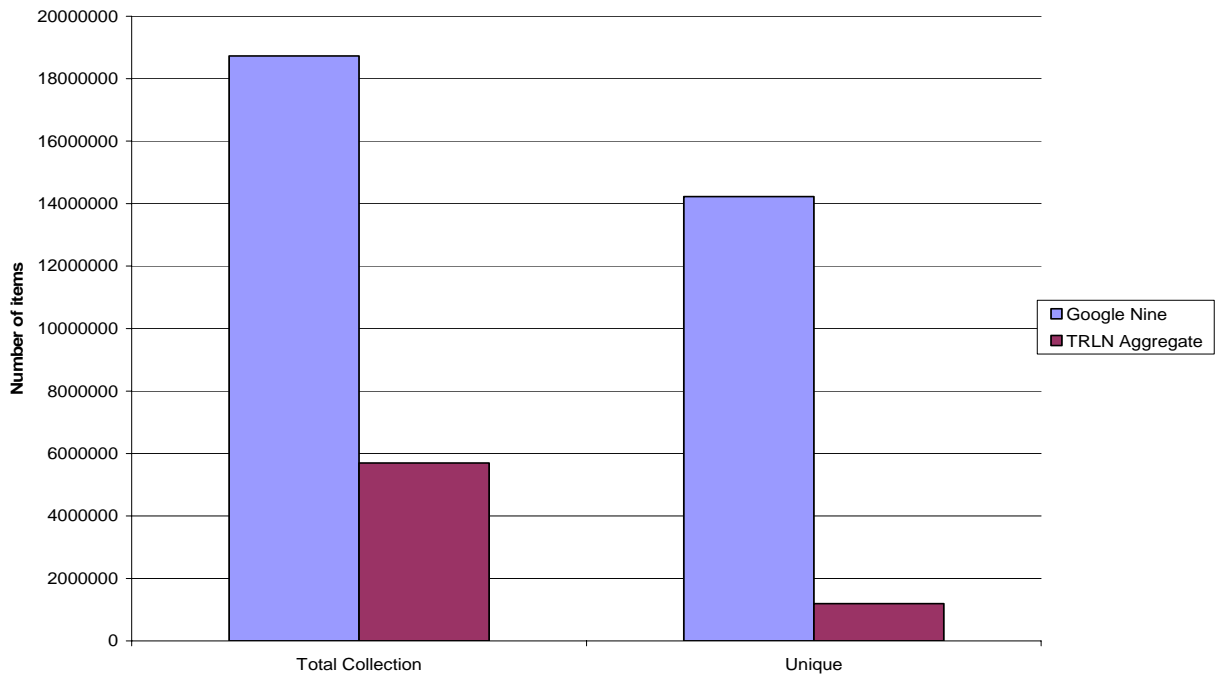
The TRLN Executive Committee and TRLN's new Collections Council continue to explore potential partnerships and collections for a large-scale digitization project.

**TRLN Aggregate Collection compared to Google Five**



**Google 5 Libraries:** Harvard, University of Michigan, New York Public Library, Oxford, Stanford

**TRLN Aggregate Collection Compared to Google Nine**



**Google 9 Libraries:** Harvard; Univ. of Michigan; New York Public Library; Oxford; Stanford; Univ. of California System; Univ. of Virginia; Univ. of Wisconsin, Madison

#### **4. DEVELOP LIBRARY LEADERS FOR THE DIGITAL FUTURE**

The inaugural TRLN Management Academy will be held in October 2007. This exciting program prepares current and potential mid-level managers in academic libraries to operate with entrepreneurial and business acumen in the management of financial and human resources. Appropriate candidates will be high potential/high talent librarians in the early stages of a management career.

The program was designed with input from library directors to support talent management efforts by addressing gaps in the preparation of librarians for management roles in the current environment. A Task Force, working with DeEtta M. Jones, organizational development consultant, has designed a unique program in which academic faculty from these universities will present sessions customized for a library environment on the topics of:

- Organizational culture and change
- Strategy and alignment
- Resource planning
- Your management role
- Strategic communication

The Academy includes faculty from the Department of Management, Innovation, and Entrepreneurship, College of Management (North Carolina State University), the Learning and Organizational Development program (Duke University), the Vice Provost for Diversity and African American Affairs (North Carolina State University), and DeEtta Jones, who serves as the Academy's facilitator. Library administrators/practitioners will serve as panelists to provide a current context for application of the program of study.

#### **5. LEAD A NATIONAL COPYRIGHT EDUCATION INITIATIVE**

NCSU's Scholarly Communication Librarian and ARL Visiting Scholar for Campus Copyright and Intellectual Property, Peggy Hoon, in conjunction with ARL, developed a brochure for the ARL campus copyright education initiative "Know Your Copy Rights". See [www.Knowyourcopyrights.org](http://www.Knowyourcopyrights.org). In the coming year, the TRLN Collections Council will oversee the local implementation of this program, coordinating learning modules and outreach materials where appropriate.

#### **6. LARGE-SCALE DATA STORAGE & ANALYSIS WITH RENC I**

Researchers at Triangle area universities create, process and analyze huge amounts of data every day, and managing that growing stream has become a key challenge for the knowledge age university. The Renaissance Computing Institute ([www.renci.org](http://www.renci.org)) collaborated with TRLN and the three Triangle Universities to research how best to meet the evolving data storage and processing needs of our faculty. RENC I is developing a plan to establish and deploy a large-scale, high performance data storage system to meet the needs of researchers at the Triangle campuses and address economic development opportunities. The project aims to help research efforts, rather than to provide long-term mass storage. Issues to be addressed include the management and transfer of large-scale datasets to enable researchers to pursue new ways of carrying out their work, as well as the management of diverse data collections and data bases, including those that need long-term preservation and support. With a dual focus on

high performance utilization and management, this collaborative effort will involve domain scientists, computer scientists, digital library experts and industry partners.

To help the North Carolina Triangle research community prepare for this large-scale data resource and inform its design, TRLN and RENC I organized a biweekly series of presentations and discussions with researchers who create, analyze and rely upon large-scale data sets from July through November 2006.

### **ONGOING TRLN PROGRAMS AND SERVICES**

The hallmark of cooperation among the four universities has been a highly successful cooperative collection development program and TRLN remains committed to that success. This year, a new Collections Council was formed with representation from collections administrators, TRLN's professional school libraries, special collections, and scholarly communications. The chair of the Electronic Resources Council (ERC) serves as a member of the Collections Council, and the two groups are charged with expanding TRLN's collectively negotiated digital portfolio to new products and formats, including electronic books and streaming video and audio. The Collections Council will also oversee new initiatives including large-scale digitization of print materials and print and electronic archiving.

TRLN funded a one-year pilot project to evaluate MPS Technologies' ScholarlyStats -- a service which aggregates and normalizes usage data for electronic resources across specified platforms. The Electronic Resources Council negotiated the terms of the license with MPS Technologies, and TRLN acquired the product on behalf of the membership through SOLINET. See <https://www.scholarlystats.com/sstats/default.htm> for more information.

### **SIGNIFICANT COLLECTIONS ACTIVITIES COMPLETED JUNE 2006**

#### **Renowned Research Collections Website**

The former Committee on Information Resources (CIR) produced a new website highlighting savings and increased access from shared electronic resources and expedited document delivery to TRLN patrons. "Renowned Research Collections, Committed Service"

<http://www.trln.org/Research>

#### **OCLC Collection Analysis Task Group**

The TRLN Task Group charged with analyzing subject strengths, overlap and uniqueness among the TRLN library collections submitted its final report to the CIR. Replicating the last overlap study conducted within TRLN in 1992, the Task Group found a similar distribution of unique titles in 2006; namely, 71% of the distinct OCLC records analyzed in the current study are unique to a single TRLN institution. With the inclusion of North Carolina Central University in the analysis (NCCU became a TRLN member in 1995), only 2% of our collections is duplicated on all four campuses. The Task Group report, which also includes data on unique subject strengths within TRLN, can be found online: <http://www.trln.org/TaskGroups/CollectionAnalysis/index.htm>. Results were later presented at the Charleston Conference and at the Fall ASERL meeting.

#### **Task Group to Reduce Print Journals**

The final report of the Task Group to Reduce Print Journals was submitted to the TRLN Executive Committee. The Group, initially charged with designing a single print copy pilot project for Wiley, Elsevier and Springer journals, concluded that the potential savings from a reduction in print on that scale are insufficient to proceed. The Executive Committee agreed with the analysis, and used the Group's findings and recommendations on bibliographic access and electronic archiving to charge a new group to look at shared storage of journal backfiles in certain subject areas, and consortial deals for e-archiving solutions. The full-text of the report can be found online:

[http://www.trln.org/TaskGroups/ReducingPrint/private/reducing\\_print\\_June06.pdf](http://www.trln.org/TaskGroups/ReducingPrint/private/reducing_print_June06.pdf)

## **Staff development and training**

TRLN won the 2006 SOLINET Outstanding Library Program Award (SOLPA) for Continuing Education. The Continuing Education and Staff Development award is given in recognition of a demonstration of development and implementation of continuing education programs for librarians and library staff. Emphasis is on creativity and innovation.

The Staff Development and Training Council organizes two types of programs for library staff. Training programs are brought to our area and feature expert instructors and contracted training content. Training this year included: Library Management Skills Institute II; SQL Training; Presentation Skills; and Metadata and Digital Library Development. The "Staff Enrichment Series" features local presenters and is designed for library support staff. These sessions provide an opportunity for staff to learn about areas of current interest and importance to academic libraries. Topics this year included: Bridging the Generation Gap; Planning for Electronic Resources Management (ERM) Systems; GIS in Libraries; Exhibits; Web 2.0; and Learning Commons Technologies.

Outside the context of the Staff Development and Training Council, other information sharing events emerge from existing or ad hoc groups. This year, TRLN sponsored a Reference Symposium and an Institutional Repository Forum on the initiative of individual TRLN staff and fellows:

**Reference Symposium:** More than 80 reference providers from each TRLN institution gathered to discuss managing an information commons and the future of the reference collection. Lunchtime roundtables hosted more informal exchanges on balancing reference work with other responsibilities, training reference staff, assessment, and more. In closing, Dr. David Carr of UNC SILS provided a summary of the issues and urged the group to respond collectively -- through research and action -- to the shared challenges we face. Evaluations were overwhelmingly positive about the format and content of the Symposium, and supported hosting regular meetings of TRLN reference staff.

**Institutional Repository Forum:** In December, the Committee on Information Technology sponsored an information sharing meeting on issues relating to institutional repositories. Carolyn Hank, TRLN Doctoral Fellow, helped plan the meeting and prepared an initial survey to gather information on the various repository activities on each campus. Nearly forty staff attended this event. The survey and responses, as well as the forum agenda, can be found on the TRLN web site <http://www.trln.org/events/index.htm>.

## **Document delivery and reciprocal borrowing**

We continue to offer expedited delivery and loans of material to users of the TRLN libraries. In addition, faculty, staff and students of one institution may borrow directly from another TRLN institution. Last year over 48,000 requests were filled from our collections for TRLN users; or over 131 per day. With the implementation of Search TRLN, we anticipate that with greater discovery and ease of request, borrowing and lending will continue to increase.

## **TRLN website redesign**

The TRLN website underwent reorganization to more accurately and prominently reflect the consortium's new directions and activities.

- Staff biographies and pictures were added
- Digital TRLN became a navigation link, leading to information and activities of each of the new initiatives
- As new types publications were released – including press releases and briefing papers – front page space was devoted to their dissemination and archive pages created
- A “News and Events” section on the front page has been kept up to date to inform members of developments

## **TRLN Doctoral Fellows Program**

The doctoral fellows program ended this year. Funded through a grant from the Institute of Museum and Library Services (IMLS), the program combined doctoral coursework at the UNC School of Information and Library Science with a research assignment in one of the TRLN libraries, where the fellow was mentored by senior academic library administrators. Five of the selected doctoral students were assigned to work on research issues at Duke, UNC-Chapel Hill, North Carolina Central University and North Carolina State University. The sixth student worked jointly with the health sciences library directors of UNC and Duke. The program's long-term goal is to increase the supply of potential Library and Information Science faculty members, as well as the quality and depth of the education received by future library professionals.

### **TRLN Staff**

Mona Coutts, Director

Patti Pittman, Administrative Assistant

Derek Rodriguez, Project Librarian

Judy Ruttenberg, Project Librarian





## Triangle Research Libraries Network

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### DIGITAL TRLN

TRLN has a unique opportunity to lead in the creation of innovative digital collections and services for the twenty-first century. Our new direction will include several areas of emphasis:

**Build large-scale digital collections:** We will seek to expose the wealth of print resources in our collections by participating in one or more mass digitization efforts.

**Provide interactive user services and new tools to “search TRLN”:** We will explore using Endeca’s® “faceted browsing” software across all TRLN collections to provide a seamless search and request environment for faculty and students on each campus.

**Archive efficiently and permanently:** TRLN will sponsor an “opt-in” model for archiving a single print copy of long journal runs. TRLN also will support LOCKSS--"Lots of Copies Keep Stuff Safe," Portico and other initiatives to ensure a permanent archive of electronic scholarly content.

**Develop large-scale data storage and analysis through a RENCI/TUCASI partnership:** TRLN will help to identify researchers on each campus and collaborate to develop and test a prototype digital asset environment to further shared research strengths and increase our institutions’ competitiveness.

**Lead a national copyright education initiative:** TRLN will play a leadership role in the Association of Research Libraries’ (ARL) copyright education initiative, supporting our communities in asserting their full rights under the law.

**Develop library leaders for the digital future:** TRLN will develop and host a management training institute to address our common workforce planning issue – demographic data point to the necessity to prepare new leaders for this new environment.

The consortium is uniquely suited for a major digital library leadership initiative based on the size of our combined collections; our notable reputation for excellence in library cooperation, policy development, and innovative sponsored projects; the strong expertise of our staff; and the sustained commitment of resources from institutional leaders who see libraries as pivotal to achieving their vision for greatness.

Our libraries and institutions are undergoing dramatic and profound changes that affect how we will carry out our missions in this century, and the expectations of the networked academic communities that we serve are accelerating rapidly. While we have a strong record of accomplishment as a consortium, it is not enough to simply continue doing what we have done well, nor even to improve upon it incrementally. Instead, we must build upon our strong foundation of cooperation to forge a new and compelling vision: an integrated suite of digital services and content that will engage tomorrow's students and faculty as both users and creators of scholarly content.

Accordingly, TRLN proposes a major initiative to **build the digital TRLN**. Its aim is to design and create a digital knowledge and research environment characterized by intelligent, interactive user services and tools that facilitate access to large, multifaceted collections. These collections are growing to encompass greatly expanded digital content and a variety of disciplinary data, content that originates both within the universities and from external sources. TRLN will encourage sustainable publishing models and assist our faculty in managing their copyright. We also recognize the importance and necessity of preparing tomorrow's library leaders in a rapidly changing world, and we are committed to providing opportunities for professional learning and development that are informed by the consortium's shared initiatives.

TRLN makes this commitment to the future of integrated digital content and services with the recognition of the inherent ambiguity in such an endeavor. We will proceed opportunistically, pursuing grants and external resources where possible and engaging outside expertise where appropriate.

**Core values and programs:**

TRLN (Duke University, North Carolina State University, the University of North Carolina at Chapel Hill, and North Carolina Central University) is one of the oldest consortia in the country. The hallmark of cooperation among the four universities has been a highly successful cooperative collection development program. A recent analysis of collection overlap validated the continuing success of this program, demonstrating that there is little duplication across institutions and a high degree of uniqueness in the respective collections. With the licensing of electronic content, the cooperation has expanded to include electronic resources. These shared collections are made available to users from any TRLN library in person through reciprocal borrowing arrangements, and through electronic and hard-copy document delivery arrangements. Another of TRLN's strengths is the broad range of staff development, continuing education, and training opportunities that are offered locally and attended widely by all levels of staff.

*September 12, 2006*