

# UC Davis Library Service Framework, 2014-15

## **Business Intelligence**

Content types, e.g. media, genres, formats  
Content sources (e.g. publishers, donors, government agencies, institutions, digitized collections)  
Content magnitude  
Subject areas  
User base  
Financial resources, marketplace  
Mission, goals  
Gaps (existing collection, collection goals)  
Technological landscape

## **Service area**

### **Management and Policies (Administration)**

finance  
personnel  
facilitates planning and maintenance (including disaster preparation)  
development  
communication (publicity and outreach, internal and external)  
evaluation (measurement via surveys, usage/other metrics)  
strategic planning  
program management  
project management  
external relations (ARL, CNI, Educause, etc.)

### **Collection development**

scoping and selection  
    by geographic area  
    by type or format  
    by subject or discipline  
    by source (publisher vs gift or exchange)  
    by purpose (course support)  
(re)appraisal  
weeding

### **Acquisitions**

vendor relationship management  
source identification  
vendor/product evaluation (purchase decision chain)  
negotiation  
purchasing  
licensing  
other acquisition (e.g. theses, gov docs)  
processing (receipt, transfer)  
checkin and claiming

### **Bibliographic/content analysis and control**

original cataloging, classification, indexing  
    by format (book, serial, grey lit, map, music, GIS dataset, Dspace item, etc.)

- by source (e.g. shelf ready, gov docs)
- by standard (MARC, EAD, FGDC, DDI, VRA, DC, etc.)
- copy cataloging
- authority control
- subject analysis and control
- classification and shelving
- catalog data loading and processing (Barton, OCLC)
- e-resource loading and maintenance (SFX, EZProxy, Dspace, GIS, VDC, visual images)

## **Circulation**

- physical checkin/checkout
- patron relations (e.g. fine collection, help)
- ILL and ILB
- document delivery (printing, photocopying, digitizing)
- reserves
  - by subject
  - by format (e.g. print and digital)

## **Collection maintenance and preservation**

- reprographic services (microfilming, digitizing)
- binding
- physical preparation for storage and use
- shelving and physical arrangement
- physical security and inventory control
- physical preservation
- physical archive and special collection processing
- records management
  - by format (e.g. electronic or print)
- digital data curation
- digital preservation

## **User services**

- Orientation and Instruction
  - by group (e.g. course or lab)
  - by type (e.g. catalog, database)
  - by format (e.g. bioinformatics)
  - by tool (e.g. citation management, Dspace)
- Reference and research help
  - by location (e.g. physical, online)
  - by mode (e.g. real-time phone or online user guide)
- Discovery interfaces
  - by source (Barton, Vera, DSpace, Dome, GIS, VDC, MIT research portal)
- Website development, maintenance
- user interface usability testing
- Personal information management and publishing tools (Citeline)
- scholarly publishing consulting

## **Information technology**

- vendor contract and SLA negotiation
- user management (e.g. authentication and authorization)
- network and server administration and security

backup and disaster recovery planning

system reporting and usage statistics

software/system selection, installation, evaluation, configuration, integration, customization, maintenance (upgrades)

software/system design, development, testing, deployment, maintenance (bugs, enhancements)

equipment support (staff/public PCs, digital media facilities)

## **Publishing**

by format (e.g. print or digital)