

## **Budget Planning and Vision 2022: Constituencies and Service Areas**

March 10, 2022

From the Cabinet discussion on March 2, 2022 this is a revised list of possible constituencies and clustering of service areas for further consideration. The five broad service areas are meant to capture all major functions of the library which are grouped in the sub-bullets and can be further developed; they are also meant to include all Library units (not just one person's portfolio). While some functions may be listed in multiple service areas (e.g. course reserves), in the final version a specific aspect of that service should be aligned with just its primary service area (e.g. course reserves/searching, course reserves/acquisition, course reserves/digitization). A Cabinet member will take the lead for each service area to name the key aspects that we can evaluate more deeply to hone in on priorities.

### **Constituencies:**

- UCB Faculty (and instructors/lecturers, visiting scholars, other academic researchers including early career, mid-career, late career, and emeritus)
- UCB Graduate students (including masters, PhDs, international students and postdocs)
- UCB Undergraduates (including first year, transfer, first generation, international students, majors)
- Library employees (career staff, librarians/academics, student library employees)
- University units and institutional partners (campus administrators, University Counsel, LBNL, UC Extension, CDL, UC Libraries)
- Alumni
- Donors
- General public
- Other scholars and researchers (non UCB faculty, students, etc.)

### **Service areas**

- Internal services (all libraries and Bancroft ORUs) (Susan)
  - Financial management, budget and reporting, purchasing/procurement, contract and grant management, travel reimbursement
  - Fundraising (major gifts, annual giving, planned gifts, endowments)
  - Communications and outreach (communication with and for Library staff, campus, donors, the public, the media); events
  - Human resources (academic/staff/students, staffing/employment, recruitment, performance review, employee relations, benefits/leaves, reporting, recognition)
  - Assessment
  - Security and safety planning and response
  - Mail services, space planning, maintenance and upkeep of facilities, library staff/meeting spaces
  - Technology in classroom/instruction spaces, library staff/meeting space technology
  - Computers, MFDs (Multifunctional devices), and computing needs for library staff, library service desks, and student employees

- Collection services (incl collection life cycle, all libraries and Bancroft ORUs) (Jo Anne)
  - Collection development (selection, current pubs/older pubs for curriculum and research), prospective buying based on anticipated needs, electronic resources, gifts, archives, special collections, acquisitions, licensing, receiving, metadata, preservation, conservation, collection management/technical processing, course reserves, scholarly communications (policy, transformative agreements, contracts, OA, shared print)
- Public services (all libraries and Bancroft ORUs) (Beth)
  - All library locations and hours (incl study spaces)
  - Privileges/access (physical, remote, fines, new cards, special agreements, information desks, security, lost and found, bans)
  - Circulation (collections, devices, keys, paging, searching, stack management)
  - Instruction (course-related, workshops, orientations/tours, library guides/courses, library guides/subjects, library guides/general)
  - Reference (virtual/chat, research consultations by appointment, general, disciplinary, e-resources, data/RDM, scholarly communications)
  - Liaison (outreach)
  - Course reserves (e-reserves, print, books, articles, media, requests, searching, project management)
  - Interlibrary services (borrowing, lending, courier for AFN, article scanning, Google Books project management)
  - Disabilities services (in-person, online, for print disabled students and faculty)
- Digital services (all libraries and Bancroft ORUs) (Salwa)
  - Digital Lifecycle program, digital collections portal, library guides/library chat platforms, digitization, digital preservation, Google Books project, course e-reserves
  - Web archiving, born-digital, collections as data
  - Digital humanities/scholarship, digital tools, research data services, data tools, data repositories, GIS services, data visualization, data management
  - Scholarly communications/collections (RAWS), institutional repository
  - Public computers, printers/scanners, mobile printing
  - Web services (ezproxy/remote access, website, forms)
  - Discovery services (catalog, e-resources, aeon/special collections, etc.)
- Special services
  - NRLF - Access (privileges, circulation, hours/public reading room, copying/printing, ILL); Deposit services (accessions/technical processing, stacks management, preservation), security, maintenance and upkeep of facility (Susan)
  - Organized research units (MTP, CTP, OHC) (Charles)
  - Affiliated libraries (Jeff)