SITE REPORT FOR: Argonne National Laboratory

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Budget and staffing changes

Staffing:

The Library and Information Management (LIM) department, managed by Yvette Woell, includes:

- o Argonne Research Library

- o STI and Publications Review

- o Records Management

- o Policies/Procedures and Document Management

The department has 14 FTEs with approximately 5.25 FTEs supporting the library function. Staff turnover in LIM has been a challenge throughout the year. However, the department is now fully staffed and we have even added one FTE. Our Electronic Resources librarian resigned in the midst of our migration to ALMA. Our newest Reference Librarian expressed interest in transferring to the Electronic Resources position. She stepped into the chaos and is thriving in her new role. We hired a new Reference Librarian in October to take over her reference duties. The library team is now fully staffed. The STI Publications group also had a resignation in December, and a replacement was hired in June. This group is now fully staffed and recently cleared out the review and accepted manuscript backlog.   Although staff turnover added to the stress of the year, everyone pulled together, new hires are working out well and we ended up with a stronger team. An Electronic Records Analyst position was added to the Records

Management group and this position was filled this month. We also plan to have a summer student (metadata librarian intern) start in late May and a MLS intern during the fall semester.

Budget: The FY18 Operating budget was flat. However, the library's collection budget received an increase sufficient to cover inflation. Several low usage journal titles were cancelled in order to add new journal titles.

Organizational changes

Mary moved into the new position of Library Research Services Manager this past summer. The library team now includes two reference librarians (Mary is one of them), an Electronic Resources Librarian and the Acquisitions and Licensing Librarian. The library also includes two matrixed positions: There is a non-exempt position that reports to the Acquisitions and Licensing Librarian and also provides support to the Policies/Procedures/Doc Management group. The Library Cataloger is split between the Library and Publications functions. Yvette is the manager of the entire department, plus the leader of the Publications group. The Library and Information Management group is located within the Business and Information Services (BIS) Directorate. Stu Hannay is the Chief Information Officer and the groups reporting to him are:

- o Information Security (which also includes security programs)

- o Business Transformation

- o Service Management (IT help desk)

- o Enterprise Software Solutions

- o Information Technology Infrastructure

- o Library and Information Management

- o Business Relationship Management (new department in 2019)

The Business and Technical Communications group, which moved to BIS in the summer of 2017, moved back to Communications and Public Affairs in the fall of 2018.

During the past year, The Laboratory named Kim Sawyer to become the new COO and recently created a new directorate for Financial Management and Procurement Services.

Current Initiatives

We launched ExLibris platforms ALMA and Primo on January 28, 2019. On this day, we were all working from home because of the polar vortex, but everything did go live as planned. We had communications in place prior to the launch, so the change was expected and we continue to market the new library system and the personalized search experience it brings to our customers.   Our two test loads for ALMA did not go well, so we needed to wait for the Production load to map new circulation and acquisitions procedures. (We now have a useable ALMA sandbox to test other changes.)   At Argonne, the library acquisitions function also acts as a procurement service for 'desk copy' purchases for Argonne scientists and staff. As far as we can tell, ExLibris has never migrated this type of function to ALMA, and we had to figure out how to make this work with little help from the vendor.   We did end up defining two libraries – Argonne Research Library and Argonne Acquisitions Department in the ALMA environment. Acquisitions has two circulation desks – one for library orders, one for desk copy orders. We have customized most communications (Letters) from ALMA , but still have much work to do to get meaningful reports for the library from ALMA Analytics. We also need to customize the Primo interface. We were just happy to be up and running on our go live date in January!

With the resignation of the Electronic Resources Librarian in April, a developer from the BIS Enterprise Software Solutions group acted as our technical lead. Luckily, most of the TechLib (a non-MARC system) to MARC mappings were complete prior to the resignation, and our cataloger was well versed in MARC. Another BIS developer was a critical team member, integrating ALMA and Workday (Argonne's HR and Financial systems) successfully   We did dual financial processing for February, but all financial reporting for March was done from ALMA.

Library staff members were also involved in the selection (Yvette mostly) and the testing (other staff members) of the Lab's new enterprise search tool, Coveo. Coveo launched a week after ALMA launched, and replaced the Google Search Appliance.

Yvette and Mary continued to update the Science taxonomy to meet the needs of the researchers. Math Computing Science researchers especially voiced their objections and recommendations to the proposed subjects terms and keywords.

The reference librarians were also involved in 'coding' public affairs content (press releases, science highlights) using the Library created taxonomies (Science, Organization, Business) prior to the launch of the new Argonne public website in August.

In 2019 we are doing more outreach to our customers. We hosted the Postdoc coffee in March. The two newest members of the staff gave presentations on Library Services and Publications Review. A presentation on the lab's LDRD program was also part of the program. The event went for almost 2 hours and about 30 postdocs attended. We hosted this in the Library reading

room. We had another outreach session in the cafeteria on National Library Worker day – April 9 – from 11:30-1:30. Staff from the library and PANDA (our Publications Review portal) hosted a table in the foyer of the cafeteria and took questions and feedback.

Challenges

After so many roadblocks, we finally have working checkout terminals (TechLogic). No one on the team realized the work that would be needed to make these function. This should have been an add-on project to ALMA/Primo.

Every available staff desk space will be filled this summer. Working in an open and sometimes noisy office environment with an increasing number of staff continues to be challenging. We may try to reduce the print journal collection to allow for either expanding the number or size of some of our work stations.

Future initiatives

We are working to get our journal holdings detailed in Primo. The mapping of our journal holdings from TechLib to ALMA was particularly frustrating, but we know how to fix it. This is one project for the summer metadata intern.

The Library website is in need of an update. As the lab moves internal webpages to a new version of Drupal, the Library website will change too, which will give us the control we need to update our content.

We will work on EDI connections to vendors in ALMA

Moving licensing agreement into ALMA, and to create a suite of ALMA Analytical reports to help us get a better picture of resource usage.

We recently purchased LibInsights, an add-on for our Springshare products. (We track all of our reference questions in LibAnswers.) We are currently uploading usage statistics to LibInsights

The Library staff is starting to work with the Records Management team to create structured files in Box that can be easily assigned retention dates.

We marketed the Wiley Researcher Academy Trial at the recent postdoc coffee gathering and this time (our 2nd try) we had enough sign ups to host the trial. Possible purchase with the Postdoc group still TBD.

Trends

We have seen an increase in requests for fulltext standards. These are purchased for the IHS platform environment. Sometimes the purchase is supported by library funds, sometimes the research division pays.

We see the increase in HR related programs at the Lab. In addition to performance appraisals, BIS also added an Individual Development Plan (IDP) option. Though not mandatory, IDPs are strongly encouraged. That said, many in the Division have chosen to not participate. Laboratory Competencies (mapped by job function) are being included in the mix of interview questions for job candidates.

The Laboratory has established its Core Values (Impact, Safety, Respect, Integrity, Teamwork) and a set of behavior standards will be set in the near future. The Laboratory also created a Diversity and Inclusion Council. The BIS subgroup is I-LEAD (Inclusion, Leadership, Equity, Access, Diversity). The Laboratory recently hired an Ombuds.

The Library and Information Management department is looking forward to hosting the 2020 NLLC/STIP annual meeting and we hope to see all of you again then!