7-31-2012

Managing Special Collections: Service, Security, Statistics

Mark I. Greenberg  
*University of South Florida*, mark.greenberg@wwu.edu

Lisa W. Hinchliffe  
*University of Illinois at Urbana-Champaign*, ljanicke@illinois.edu

Richard W. Oram  
*University of Texas at Austin*, roram@austin.utexas.edu

Follow this and additional works at: https://cedar.wwu.edu/library_facpubs

Part of the *Library and Information Science Commons*

Recommended Citation  
*Western Libraries Faculty and Staff Publications*. 39.  
https://cedar.wwu.edu/library_facpubs/39
Managing Special Collections:

*Service, Security, Statistics*
Christian Dupont and Frank Hermes, Atlas Systems

- Aeon Program Director, Atlas Systems
- Former director of special collections at University of Virginia and Syracuse University
- Independent researcher on history of libraries and their cultural influence and library management issues

- Senior Advisor, Atlas Systems
- Former Vice President for Cooperative Discovery, OCLC
- Founded and directed the Library Leadership Network, a library management resource and consulting service

Use the Q&A box to submit questions during the program.

Tweets us @LibraryJournal #ljatlas
Mark I. Greenberg, University of South Florida

- Director of the Special & Digital Collections Department at the University of South Florida, where he also directs the Libraries’ Florida Studies Center, Holocaust & Genocide Studies Center, and Oral History Program
- Previous roles include serving as a public historian at the Institute of Southern Jewish Life in Jackson, Mississippi
- Author or editor of three books and more than two dozen articles and reviews, including Jewish Roots in *Southern Soil: A New History*, co-edited with Marcie Cohen Ferris (Brandeis, 2006).
Richard W. Oram, Harry Ransom Center

- Associate Director and Hobby Foundation Librarian at the Harry Ransom Center, University of Texas at Austin, where he is responsible for all collections and public services
- Former Chair of ACRL’s Rare Books and Manuscripts Section; also served as Chair of the RBMS Security and Publications Committees
- Published over 20 essays on literary and library management topics, including a chapter on the recovery of stolen special collections for ACRL’s *Guide to Security Considerations and Practices for Rare Book, Manuscript, and Special Collection Libraries* (ACRL, 2011)
Lisa Janicke Hinchliffe, University of Illinois at Urbana-Champaign

- As ACRL Past President (2011-12) has been a key contributor to ACRL’s Value of Academic Libraries Initiative
- Co-editor with Melissa Wong of *Environments for Student Growth and Development: Libraries and Student Affairs in Collaboration* (ACRL, 2012)
- Since 2002, Coordinator for Information Literacy Services and Instruction and an associate professor for library administration at the University of Illinois at Urbana-Champaign
Valuing Special Collections

Lisa Janicke Hinchliffe, University of Illinois at Urbana Champaign
Coordinator for Information Literacy Services and Instruction
“Few libraries exist in a vacuum, accountable only to themselves. There is always a larger context for assessing library quality, that is, what and how well does the library contribute to achieving the overall goals of the parent constituencies?”

Sarah Pritchard, 1996
Value

Know What Users Need

Provide What Users Need

Demonstrate Meeting the Need
The Value of Academic Libraries: An ACRL Initiative

- Align libraries with institutional outcomes.
- Empower libraries to carry out work locally.
- Create shared knowledge and understanding.
- Contribute to higher education assessment.

http://www.acrl.ala.org/value/
Documentation
Process + Outcome

Prove

Improve

Effectiveness + Efficiency
Valuing Special Collections – Lisa Janicke Hinchliffe

Promising Methods

- Satisfaction Survey
- Critical Incident Protocol
- Analysis of Product(s)
- Work Process Review
Return on Investment

Inputs/Outputs

Outcomes
Managing Special Collections Service

Mark I. Greenberg, University of South Florida
Director of Special & Digital Collections, Holocaust & Genocide Studies Center
USF’s Previous Special Collections Service Model

For Patrons
• A lot of paper
• A lot of rules
• Barriers to access
• Delays
• Anxiety?

For Staff
• Irregular workflow
• Limited paper trail
• Poor chain of custody
• Limited knowledge about our patrons
• Time consuming
• Manual statistics inhibit assessment
• Anxiety?
USF’s Revised Special Collections Service Model
Still Rules, but Less Paper

New User Registration for Aeon

- First Name
- Last Name
- Date of Birth (mm/dd)
- ID Type
- ID Number
- E-Mail Address
- Daytime Phone
- Address Line 1
- Address Line 2
- City
- State
- Zip
- User Type
- Institution
- Discipline
- Research Interests

I Agree

Copyright and Reproductions

Many of the collections and individual items in Special Collections may be protected by copyright. The Libraries and archives are authorized to furnish a photocopy or other reproduction provided that the user has satisfied the fee and copyright notification requirements of the revised 1978 statute and that the work is not “used for any purpose other than private study, scholarship, or research” and if the materials is not "used for any purpose other than private study, scholarship, or research" and if the materials is not February 15, 2023. For general information on determining the copyright status of a work, consult the Copyright Office.

It is the responsibility of the user to observe applicable copyright laws as well as any applicable notices of copyright restrictions contained on the item. If you have read this statement and agree to these conditions, please click here to continue.

I have read and understand “Policies and Procedures” and “Copyright and Reproductions” and agree. If I do not adhere to these policies, my privileges as a reader may be revoked.
Greater Access

Managing Special Collections Service - Mark I. Greenberg
Greater Access

Alvin Peter Yorkunas Sr. was born on September 4, 1917 in Kingston, Pennsylvania. His parents were Lithuanian immigrants who anglicized the spelling of their surname from Jankunas to Yorkunas after arriving in the United States. Alvin’s family moved to Youngstown, Ohio around 1923. He attended Youngstown’s South High School where he was a star player on the school’s football team. When he graduated from South High in 1935 both Ohio State University (OSU) and the University of Tampa (UT) offered him full football scholarships. Attracted by the ambience of the new Tampa school (established 1933), and the fact that several of his friends were already students there, Yorkunas accepted the offer to play for the UT Spartans. Shortly after, he decided to work towards a degree in education. Mary Ann was born November 14, 1917, the daughter of a physician. The couple soon formed a close relationship that culminated in their marriage on June 29, 1940.

Scope Note
The Yorkunas collection consists of correspondence, personal journals, military records, photographs, and miscellaneous materials relating to Alvin P. Yorkunas’ service in the Army Air Forces during World War II. The collection is housed in a 115-page illustrated binder.

Arrangement Note: Series

Subject Headings
Corporate Names: Army Air Forces Intelligence School
Geographic Names: Cuba – History – Invasion, 1961

COLLECTION CONTENTS

Series: Letters

- BOX 1
  - FOLDER 1: Letters, 1936
  - FOLDER 2: Letters, 1937
  - FOLDER 3: Letters, 1938
  - FOLDER 4: January (2 parts), 1942
  - FOLDER 5: February, 1942
  - FOLDER 6: March (2 parts), 1942
  - FOLDER 7: April (2 parts), 1942
  - FOLDER 8: May (4 parts), 1942
Greater Efficiency
Greater Self Sufficiency

**USF Libraries**

*Managing Special Collections Service - Mark I. Greenberg*

---

### Completed Requests

<table>
<thead>
<tr>
<th>TN</th>
<th>Type</th>
<th>Title</th>
<th>Author</th>
<th>Volume/Box</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>5552</td>
<td>Monograph</td>
<td><em>University of South Florida: the first 50 years, 1956-2006</em></td>
<td>Greenberg, Mark I.</td>
<td></td>
<td>USF Archives and Faculty Publications</td>
<td>Request Finished</td>
</tr>
<tr>
<td>4852</td>
<td>Manuscript</td>
<td><em>Natural history of Carolina, Florida, and the Bahama Islands: containing the figures of birds, beasts, fishes, serpents, insects and plants; particularly the forest-trees, shrubs and other plants, not hitherto described, or very incorrectly figured by any other</em></td>
<td>Catesby, Mark. 1683-1749</td>
<td>1</td>
<td>Vault</td>
<td>Request Finished</td>
</tr>
<tr>
<td>4318</td>
<td>Other</td>
<td>Concentration camp drawings</td>
<td></td>
<td></td>
<td>Holocaust &amp; Genocide Studies Collection</td>
<td>Request Finished</td>
</tr>
<tr>
<td>4055</td>
<td>Mixed</td>
<td>iPod Kit, No. 8</td>
<td></td>
<td></td>
<td>General Music Collection</td>
<td>Request Finished</td>
</tr>
<tr>
<td>3461</td>
<td>Monograph</td>
<td><em>Art for the middle classes: America's illustrated magazines of the 1840s</em></td>
<td>Patterson, Cynthia Lee</td>
<td></td>
<td>USF Archives and Faculty Publications</td>
<td>Request Finished</td>
</tr>
<tr>
<td>3459</td>
<td>Manuscript</td>
<td>Leland Heers Collection</td>
<td>Heers, Leland M., 1920-</td>
<td>Box 1</td>
<td>Manuscript Collection</td>
<td>Request Finished</td>
</tr>
<tr>
<td>2175</td>
<td>Manuscript</td>
<td><em>10 British P.O.W.s saved my life: Sara/Hannah Rigler's gift of life</em></td>
<td>Rigler, Hannah, 1920-</td>
<td></td>
<td>Holocaust &amp; Genocide Studies Collection</td>
<td>Request Finished</td>
</tr>
</tbody>
</table>
Assessing our Progress

1. Please respond to the following statements regarding Reading Room staff and facilities:

- A staff member provided helpful service.
- A staff member retrieved my materials in a timely manner.
- Reading Room hours of service met my needs.
- The Reading Room offered a quiet place to work.
- The Special & Digital Collections website was easy to use.
- Photocopying/duplication services met my needs.
- I met my research goals during this visit.
- I had a positive overall experience.

2. Which best characterizes the project that motivated your visit to Special Collections?
   - Class assignment
   - Dissertation or thesis
   - Publication (e.g., article, book)
   - Curriculum development/teaching preparation
   - Family history/genealogy project
   - Administrative or work-related assignment
   - Other (please specify)

3. Which best describes you?
   - Undergraduate student
   - Master’s student
   - Doctoral student
   - Faculty member or postdoc
   - University staff
   - Community user

4. What can we do to improve your experience in the Special Collections Reading Room?
Even More Self Sufficiency
Increasing Impact
Greater Use of Special Collections for Research and Teaching
Securing Special Collections

Richard Oram, Harry Ransom Center, The University of Texas at Austin
Former Chair, Security Committee, ACRL Rare Books and Manuscripts Section
The Problem

- 100+ incidents of theft from special collections since 1985
- Some thefts amounted to $1M or more; E. Forbes Smiley stole maps worth $3M from Yale, NYPL, Boston Public
- Most thefts by outsiders but insider theft (33%) resulted in the most devastating losses to collections
Basic Tools

- ACRL/RBMS *Guidelines Regarding Security and Theft in Special Collections* (2009)
  
ACRL/RBMS Security Committee (http://rbms.info)

RBMS Security Committee
- Change (from RBMS Manual)
- Current Members (from RBMS Committee Roster)
- Agendas and Minutes
- ACRL/RBMS Guidelines Regarding Security and Theft in Special Collections (2009)

Library and Archival Security News
- MissingMaterials.org, Together with the RLG Partnership, the RBMS Security Committee and the ABAA, OCLC Research developed MissingMaterials.org, a free mechanism for sharing reliable information about missing rare books and other materials at the network level. A description of the project and slides from the May 10, 2010 webinar can be found at http://www.oclc.org/research/activities/missingmaterials/default.htm
- "Lessons from a Theft: Bringing Security Tools and Knowledge to New York's Historical Records Community", The New York State Historical Records Advisory Board (SHRAB) has begun work on a NHRP-funded project to develop training and web resources related to records security and theft prevention. Workshops and tools will be available for NYS archives, local governments, historical organizations, libraries, and any other repository with rare, archival, historical or public records in their collections. More information can be found at http://www.nyshrab.org/about/about_projects_security.shtml
- Art and Crime: Exploring the Dark Side of the Art World, edited by Noah Charney, has been published (2009) by Praeger. Despite its focus on the art world, it contains two articles, one by Travis McDade and the other by Richard W. Oram and Ann Hartley, on issues relating to library, archival, and map thefts and the recovery of special collections.
- What Drives People to Steal Precious Books (Financial Times, 6 March 2009), by Tim Richardson

Library and Archival Security Resources
Resources relating to security best practices, guidelines, and reporting of theft/missing items.

Incidents of Theft
A chronological log of theft reports in the news going back to July 1987.

State Laws
A list of individual state laws pertaining to thefts of and damage done to library materials.

Listings of Missing and Stolen Library Materials
- http://ns.gov/state/darm/missingdocuments.html#Recovered. List of lost material from the New Jersey State Archives. [link posted 1 December 2011].
- List of damaged books and missing maps from the Austrian National Library [MS Word, posted 25 May 2010]
- Missing Broadsides, Posters, Prints and Photographs from the New York State Library Manuscripts and Special Collections [MS Word, posted 14 May 2010]
Preparation for the Possibility of Theft is Essential

- Appoint a library Security Officer (LSO) to oversee all security
- Create a security SOP
- Examine patron registration
- Review reading room procedures
Budgetary Considerations: Security is expensive, but so are the consequences

- Consider hiring a security consultant
- Follow best practices in new construction or remodeling
- Make sure that reading rooms are adequately staffed
- Security guards (preferably hired & trained by the library)
- Surveillance equipment
- Tracking software (e.g., Aeon) that retains all circulation transactions
Prevention of Internal Theft

- Invest in alarms, keycard systems, and surveillance cameras/DVRs
- Background checks on all special collections personnel
- Ensure that all special collections staff belongings are checked before exit and that all staff comply with security regulations
What To Do If You Have A Theft

• Put your theft plan into effect (collection of evidence, liaison with authorities and central administration, PR response)
• Transparency, transparency, transparency! Cover-ups aid thieves and often backfire (remember the person below)
Learn more and share:

• Liked this webcast? Share the archived version with a friend see www.libraryjournal.com/webcasts.

• Want to learn more about Aeon? Sign up for a demo now at www.atlas-sys.com.

• Other questions? Write to Christian Dupont at cdupont@atlas-sys.com.

• Thank you for joining us!

Questions for our panelists?

• Click on the red Q&A box and start typing

• Or use Twitter: @LibraryJournal #ljatlas

• We’ll keep going until the top of the hour

July 31, 2012