

**Yale University Library  
Preservation Department**

**37<sup>th</sup> Annual Report  
July 2007-June 2008**

**Submitted:  
Roberta Pilette  
November 19, 2008**

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Preservation Department  
37<sup>th</sup> Annual Report  
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Roberta Pilette, Head of Preservation and Chief Preservation Officer  
Elizabeth Haugh, Senior Administrative Assistant

	<b>Preservation Staffing:</b>	<b>July 1, 2007</b>	<b>June 30, 2008</b>
	Positions budgeted:		
C&T		16.00	15.00
M&P		8.00	8.00
	Positions filled:		
C&T		15.00	15.00
M&P		7.00	8.00

**EXECUTIVE SUMMARY**

The Preservation Department, headed by Roberta Pilette, is responsible for the long-term preservation of all library material. This year a new Chief Conservator, Christine McCarthy, joined the department.

This year the Preservation Department focused on two goals.

First we continued to promote the Preservation Department services through monthly tours of the department, a ‘column’ in *Note Bene*, and participation in the June 2008 Library Open House. In September 2007 the Department with the Beinecke brought Preservation Technologies and their audio-visual experts to the Library to discuss new service. A special in depth tour for Gwendolyn Sykes, Associate Vice president & CFO and her staff was conducted and a virtual tour was developed for the Library Development Council.

Our second goal was to focus on the infrastructure and workflows within the Department. Working with the Impact Group, individual units mapped current workflows, identified areas for improvement and designed an ideal workspace. Following a brainstorming session with preservation managers and representatives from all the stakeholders in the Library, the Department developed a strategic plan.

Some Other Projects:

- The Field Services Librarian and a staff member from Collections Care conducted a Collection Condition Survey for the Social Sciences Library in order to estimate the cost of stabilizing and/or rehousing the Economic Growth Collection before moving it to LSF
- The Field Services Librarian and the Head of Collections Care reviewed what the preservation requirements would be to move the current Mudd Collections in preparation for the Mudd renovation.

- The Head of Collections Care increased outreach activities in order to reestablish services to non-Sterling libraries resulting in some increase in the use of Collections Care services.
- RaMP's work in digitizing audio for the World War I Project and the 1962 film *Benny Goodman in Russia* preserved and provided access to information that was previously inaccessible to researchers.
- The Conservation Laboratory treated and matted nine large drawings forming a panorama depicting the migration of the Aztecs.
- A two-page parchment document dating from 1702 that deeded land to what became Saybrook College was treated by the Conservation Lab.

## OVERVIEW OF THE DEPARTMENT

The Yale University Library Preservation Department is responsible for the long-term preservation of all library materials. The department consists of four units—Field Services, Reformatting and Media Preservation (RaMP), Collections Care and the Conservation Laboratory. The Department organizational chart can be found in Appendix I, the annual statistics for the Department can be found in Appendix II, and the Department level goals for 2007-08 are found in Appendix III.

Our top two goals for FY08 year were to:

1. Continue to promote the Preservation Department and its services.
2. Explore ways to develop and improve workspaces

We have continued to promote Preservation Department services through a variety of activities. Our monthly tours of the Department<sup>1</sup> have been a success and we encourage all new staff to take the tour. Over the past year we offered eight monthly tours and had a total of thirty four participants. We continue to offer individual tours on an ad hoc basis though the need has dropped with the establishment of the monthly tours. Our 'column' in *Note Bene* over the past year has touched on the pest control program in the Library and upgrading of exhibit cases in Sterling Library. We also participated in the June 2008 Library Open House. These are ongoing activities which we anticipate continuing indefinitely.

During every year unique opportunities to present the Department and its activities to the Library staff and/or the wider University are sought. In September 2007 the Preservation Department and the Beinecke brought Preservation Technologies and their audio-visual experts to the Library to discuss a new service. The presentation and series of meetings was an opportunity for those in the Library with audio-visual collections to hear about preservation possibilities as well as learn about the developing technologies for reformatting these collections.

In addition to the standing monthly Department tours, Gwendolyn Sykes, Associate Vice President & CFO, along with her staff, received a special in-depth tour of the

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<sup>1</sup> [https://medapps13.med.yale.edu/tms/tmscourses.get\\_course\\_details?p\\_crs\\_id=1065](https://medapps13.med.yale.edu/tms/tmscourses.get_course_details?p_crs_id=1065)

Department's activities and infrastructure needs. A virtual tour, due to limited time and number of people, was developed for the Library Development Council's meeting in April 2008.

Our second goal of the year has been to focus on the infrastructure and workflows within the Department. This began by engaging the consulting company, The Impact Group, headed by Ed Domeracki and Tony Allen. From July 2007 through April 2008, The Impact Group worked first with the individual units and then with unit heads together to map current workflows, identify areas for improvement, and finally develop an ideal work space both at the unit level and within the department. In conjunction with the workspace issues, the Department also undertook strategic planning. This began with a brainstorming session in January 2008. The session was moderated by Tom Claerson from Palinet and included representatives from all of the preservation stakeholders in the Library. With results of the brainstorming session and The Impact Group, the unit heads then crafted a five-year strategic plan. A copy of this plan which includes the brainstorming report will be made available on the Department website. The Department is in the process of implementing many aspects of the plan.

## **PROJECTS**

In addition to the strategic planning project this year, an attempt to organize and get control over the Department archives was undertaken. The Yale Preservation Department is one of the oldest research library preservation departments in North America. The files track the development of preservation both within the Yale Library and the greater Library field. Working with Manuscript & Archives' Kevin Glick and an archives student from Simmons Library School, Brenda Mitchell-Powell, a good portion of the earliest files have been organized and a basic finding aid created. These files are now accessible through MssA and are housed at Library Shelving Facility (LSF).

Pilette continues to be involved in the project to develop fire suppression systems for high-density storage facilities. In February FMGlobal announced that they were funding the tests needed to determine what type of fire suppression array would best suit these library storage facilities. They have developed a test proposal and anticipate testing to begin Fall 2008 and continue through 2009 with published results and recommendations to be made in 2010. FMGlobal is one of the largest commercial and industrial property insurance and risk management companies in the world; as such, they are a leader in property loss prevention through their own ongoing research and development departments. Their recommendations are usually stricter than building code standards and frequently become defacto standards.

## **EMERGENCY RESPONSES**

The Preservation Department is able to respond 24/7 to any Library emergency involving collection materials. Over the past year 218 staff hours were spent in responding to emergencies as well as dealing with materials affected by these incidents. A table listing all the incidents can be found in Appendix IV.

The incident involving the largest number of collection materials and totally outside of the Library's control was a UPS truck carrying Yale Library ILL items caught fire on the evening of March 25<sup>th</sup>, resulting in wet, burnt books (405), eighteen reels of wet, burnt microfilm and twenty-one boxes of 35mm slides (unscathed). Very few items were completely lost. Eleven milk crates of books went to the Beinecke's blast freezer and were subsequently sent to an offsite vendor to be freeze-dried. The remainder of the materials were treated in-house for smoke smell. Once treated, materials were returned to the owning libraries.

The remaining incidents were all related to clogged drains, construction, or failure of equipment. The Preservation Department is working to establish better and clearer lines of communication with campus Facilities in order to prevent these incidents through identifying and rectifying situations that may put collection materials at risk.

### **CONFERENCES, COMMITTEES & TRAINING**

Yale University Library supports attendance of staff to a variety of professional activities, both within the University and the profession as a whole. It also encourages all staff through the Learning Plan to continue to learn new things and develop their skills.

#### Meetings/Conferences/Travel

##### *American Library Association Meetings*

Mid-Winter, Philadelphia, PA, January 2008

Tara Kennedy, Roberta Pilette & Ian Bogus

Annual, Anaheim, CA, June 2008

Tara Kennedy & Ian Bogus

##### *American Institute for Conservation*

Annual Meeting, Denver, CO, April 2008

Christine McCarthy & Paula Zyats

##### *Gray Areas to Green Areas: Developing Sustainable Practices in Preservation Environments*, University of Texas at Austin, TX, November 1-2, 2007

Roberta Pilette & Tara Kennedy

##### *Preservation Education in the 21<sup>st</sup> Century: Future Directions in Preservation Symposium*, Library of Congress, May 2008

Roberta Pilette & Paula Zyats

##### *Printed on Paper: Techniques, History & Conservation of Printed Media*, Northumbria University, September 2007

Sarah Dove

*LBI Hardcover Binding Symposium, Springfield MA, September 2007*

Ian Bogus

*The History, Technology and Conservation of 19<sup>th</sup> century Publishers' Bindings Symposium, Grolier Club, New York City, February 2008*

Dawn Mankowski & Carol Gregory

David Walls has been our representative at digital and audio related conferences:

*Association of Moving Image Archivists Conference, Rochester New York, September, 2007*

*Association of Imaging Science and Technology, Archiving 2007, Bern, Switzerland, June 2007*

### Committees

The Department is active on a wide variety of committees at the Library, University and national level.

Roberta Pilette: Library Management Council (LMC)  
SCOPA grant review committee  
Promotion Review Committee (PRC)  
West Campus Centralized Preservation/Conservation sub-committee  
of Arts Advisory Council  
West Campus Steering Committee for the Library  
ALA  
ALCTS Planning Committee, 2006-10  
IFLA-Preservation & Conservation, North American Network

Tara Kennedy: ALA  
Preservation Administration Discussion Group co-chair  
PARS, Recording & Photographic Media Committee co-chair

Christine McCarthy: American Institute for Conservation Bylaws Committee

David Walls: The Collection Development Council (CDC).  
The DPIP Production Management and Integration Group  
The Catalog Coordinating Committee  
The Media Preservation Interest Group

Ian Bogus SCOPA (Standing Committee on Professional Awareness)  
Vendor Review Steering Committee

Paula Zyats: Special Collections Subcommittee, Exhibition Task Force, chair  
Communication Committee  
Search Committees: Collections Care E-Level Conservation Assistant,  
Exhibits Conservator, and Director, MSSA

Marie-France Lemay: Library Green Committee

Lesley Santora: Best Practices Communication Committee  
Search Committee: Chief Conservator

Dawn Mankowski: Joint Department Committee

Gareth Gibson: LiSA (Library Staff Association), chair

Stephanie Sherry: Cross Training Committee

Elizabeth Haugh: Staff Training and Organizational Development Committee

### Training

Marie-France Lemay: Workshop on Loss Compensation for Photographic Materials, Getty Museum, Los Angeles, CA, March 2008

Sarah Dove: Workshop on Modern Drawing Materials, New York, NY, October 2008

Ronel Namde: Japanese Book Arts class, Creative Arts Workshop, New Haven, February 2008  
The Case Bound Book, Creative Arts Workshop, New Haven, March-April 2008

Edna Bowman: Advanced Bookbinding, Creative Arts Workshop, New Haven, 2008

Karen Jutzi: Workshop Lacing & Tacketing through Guild of Book Workers at the New York Academy of Medicine, May 2008

Classes taken by Dawn Mankowski, Ronel Namde, & Carol Gregory at the Garage Annex include: Dyed Limp Vellum Binding, Tacketed Bindings, Edge Guilding and Girdle Books.

In October 2007 the Preservation Dept organized a three-day Leather Re-backing Workshop conducted by Sophia Kramer, a private book conservator. This was attended by Paula Zyats, Lesley Santora, Karen Jutzi, Zena Lanatauch, Ian Bogus, Dawn Mankowski, and Kohleen Reeder the post-grad associate from the Center for British Art.

Staff have taken advantage of the Learning Center offerings; such as:  
Communication & Influence; Situational Management; Leading with Focus and Intention; Adapting to & Leading Change; Intermediate Photoshop; and Business Writing. Also quality of life courses such as Bone Builders Class and Alzheimer's Class and computer classes.

Tours of the Bridgeport Bindery were also arranged to familiarize staff in the Preservation Department and throughout the Library with commercial binding operations, May 2008

**PERSONNEL**

Agnes Wnuk, Cataloging Assistant II, RaMP, position received permanent funding as of April 1, 2008.

Sarah Dove, Maps Conservator, Conservation Lab, term extended until June 2009.

***Promotions in FY08:***

Tara Kennedy, Field Services Librarian was promoted to Librarian III

***New staff members to the department in FY08:***

Carol Gregory, Conservation Assistant III, Nov 12, 2007, Collections Care

Margot Curran, Exhibits Preparator, Jan 7, 2008, Conservation Lab

Christine McCarthy, Chief Conservator, March 3, 2008, Conservation Lab

***Staff members who have left during FY08:***

Van-Yen Huynh, Acquisitions Assistant, RaMP retired March 30, 2008



## **PRESERVATION FIELD SERVICE**

Tara D. Kennedy, Preservation Field Services Librarian

### ***Overview***

The Field Services' primary goal is to assist with fulfilling the mission of the Yale University Library Preservation Department: to service the preservation needs of all of the libraries on campus. The majority of this fiscal year was spent on environmental monitoring and reporting, HVAC consulting/ liaison, Integrated Pest Management (IPM), condition surveys, Library construction and renovation-related projects, emergency preparedness planning and disaster assistance, and preservation outreach and education.

### ***Services***

#### **Environmental Monitoring and Reporting**

Yale University Library was one of fifteen chosen museums and libraries for the Image Permanence Institute's WebERA (Web-based Environmental Risk Analysis) pilot project, funded by IMLS. This web-based application will allow for environmental monitoring of a variety of locations, with all of the data in one convenient location. Twenty-two environmental monitors (PEM2) were given to the Library as part of this pilot. These PEMs were distributed throughout the Library system at the end of May, with representatives of each Library being responsible for uploading the data to the application.

Other environmental reporting included Kline Science Library's basement and first floor stack areas.

#### **HVAC/ Facilities Consulting/ Liaison**

Some changes have occurred concerning maintenance of HVAC systems at Sterling Memorial Library. The contractor the Library normally worked with was dismissed as a cost-savings move by Yale Facilities. Yale Facilities now does the routine maintenance and emergency calls for the HVAC system in Sterling Library, including the SML Stacks Tower. Because of this recent change, along with the "green" initiative at Yale, Yale Facilities has asked that a one-year pilot be conducted to test alternative settings for the HVAC system in the SML stacks tower. The goal is to reap energy savings without altering the preservation environmental specifications in the stacks.

#### **Integrated Pest Management (IPM)**

Ecolab continues to provide IPM to the Library system, which now includes the new Bass Library. One innovative solution to a pest problem without the use of pesticides was using an alternative light source as an attractant for a certain type of fly. Cluster flies were a nuisance problem in Room 5 and in the SML Lecture Hall and this technique eliminated the problem by attracting the flies with the light source onto a sticky trap.

In addition, Kennedy joined an Integrated Pest Management Working Group, formed by a group of interested museum and pest control professionals. This group is looking to create documentation and guidelines for setting up IPM programs in cultural institutions. Since most of the people involved with the group cared for museum objects, library and

paper-related points of view were somewhat neglected. Kennedy's involvement enhanced some of the resources to consider paper-based collections in libraries and archives as well as museums. The meeting was on February 25-26 at the Museum of Natural History, New York City. This group meets annually and Kennedy will continue to contribute to the meetings.

### Condition Surveys

A Collection Condition Survey for the Social Science Library was prepared this past fiscal year in order to estimate the needs and costs of stabilizing and/or rehusing the Economic Growth collection before moving it to the LSF. The reason for performing the survey is that the EGC needs to be moved to the Library Shelving Facility (LSF) in preparation for moving the Social Science Library. From this survey, the following data was provided:

1. Stabilization and housing priorities, methods, and costs (including staff time) for the collection prior to moving to LSF.
2. Approximate number of materials that is brittle.
3. Approximate number of materials needing barcodes.

During the last weeks of January 2008, onsite survey visits were made to evaluate the Economic Growth Collection (EGC). This survey was performed at the request of Jill Parchuck, Social Science Library Director. Kennedy and Dawn Mankowski, Conservation Assistant from Collections Care, conducted the survey and wrote the report.

The findings were:

- Approximately 19% of the objects need some form of stabilization before the transfer to Library Storage Facility (8,980 objects). Seventy-nine percent of the library objects may be moved safely without additional stabilization. Staff time associated with stabilizing the collection prior to transfer is 3,400-3,700 hours, dependent upon stabilization methods chosen.
- An evaluation of the survey data shows that approximately 25% of the objects need barcodes before the transfer to LSF (10,888 objects).
- Approximately 2% of the objects (786 objects) are brittle, with 98% of the library objects (42,413 objects) are not brittle. This was actually a surprising find, as it was assumed for some time that the majority of this material was brittle.

### Emergency Preparedness and Response

Emergency Preparation planning was a major focus this fiscal year. The last sessions of introducing the Emergency Flip Guide were completed. This is a straightforward 'what to do in an emergency' guide for all staff. The Flip Guides are now being handed out during Library Orientation to all new Library employees. The Library Emergency Preparation and Response Training Guide's final draft was written by the Library Emergency Plan Task Force. Distribution of the Guide is planned for the upcoming fiscal year.

### Library Construction/ Renovation-Related Projects

One of the major construction projects involving collections this fiscal year was the possible Mudd Library renovation. The Preservation Department was asked to review what the preservation requirements would be to move the current Mudd collections. Kennedy and the Head of Collections Care, Ian Bogus, conducted and wrote the feasibility study report; this report was used as a model to conduct a feasibility study for cataloging the Mudd Library collections.

The study revealed that most materials will require careful handling and protection during the move, especially the older, more fragile collections. The Preservation Department recommended that RFIs be written for moving the Mudd collections, including the Historical Sound Recording Collection, and that protective enclosures be made for nearly one-quarter of the Mudd Library volumes.

Because of her familiarity with the collections due to the feasibility study, Kennedy wrote the RFI for moving the Mudd Collections, which included the Historical Sound Recording collection as a separate portion. Four movers responded to the RFI and Kennedy and Bogus conducted the walkthrough of the Mudd building and collections, with assistance from Mudd staff members. This provided an estimate of the costs for moving the collections out of the Mudd Library. This information, along with the preservation feasibility memo, was part of a larger report to the Deputy Provost, Lloyd Suttle.

Another large-scale construction project taking place in the Library system this fiscal year was the new Art and Architecture Library (A&A). Some projects associated with this move and renovation included consultation with moving and transferring collections and some cleaning projects. The entire Visual Resources Collection needed to move out of its current space to the LSF. Included in this collection were numerous glass plate negatives, glass lantern slides, and glass 35mm slides. Kennedy assisted with housing and packing materials to ensure that the glass would be well protected during the move. The book cleaning project in A&A was associated with elevator renovation within 270 Crown, the A&A “swing space”. Construction dust and debris settled on the library materials from that construction due to lack of proper protection. Preservation intervened and insisted that drywall and other elements be added to the construction area to prevent debris from getting onto collections. Kennedy then arranged to have the books cleaned by Clancy-Cullen, a vendor who specializes in cleaning library books, which was completed within several months.

In addition, the Beinecke Library is undergoing a renovation, including upgrades to their HVAC system, exhibit cases and a roof replacement. Kennedy and the Head of the Preservation Department have been assisting on these elements including temperature and relative humidity set points for the temporary and new systems, finding a consultant to retrofit the exhibit cases to preservation standards, researching methods to monitor air quality, and researching the proposed fire extinguishing system.

### Education and Outreach

This fiscal year Kennedy met with the Head of the Map Collection and the AUL for Public Services and Library Teaching and Learning to develop strategies to deal with the preservation issues in Map Collection, including the environmental problems and the lack of space for collections and staff. This discussion stemmed from the Preservation Assessment of the Map Collection that was performed earlier in the year. Also, a care and handling presentation was created along with Sarah Dove, the Map Conservator, and presented to the Map Collection staff. This presentation is available to train students and patrons on using the maps.

In April 2008, a survey was mailed out to collections and school and departmental libraries concerning which preservation activities these areas took part in without assistance from the Preservation Department. Forty-four collections were targeted for this survey and twenty-one responded (there were four duplicate responses from the same library/department). The survey was divided into two sections. The first section was a list of services that the Preservation Department provides to its constituents, and the second section was asking each constituent what type of help they would want from the Preservation Department if they could have only one choice.

The services that had the highest percentage of respondents who said that their library/department performed this service without help from the Preservation Department are wrapping and packaging collections for shipment, reviewing materials for loans and exhibits, installing exhibits, and care and handling training for staff and patrons. The services that departments want assistance with most were conservation treatment (largest number of responses), deacidification, consultation services, care and handling, housing construction/ manufacturer, reformatting, and digital preservation support.

### ***Projects***

#### Collaborative projects with other institutions or departments

Preservation played a significant part in the Microsoft Mass Digitization Project in several of the Preservation Units. Field Services participated in many aspects of the project, based mostly in assuring that library collections were not damaged during the digitization process. Kennedy worked with Ian Bogus and the Mass Digitization Project staff in the following processes:

- Creating written guidelines for selecting materials to be sent for digitization and training Digitization Project staff (temporary and permanent) on spotting these characteristics.
- Documenting materials going out to and returning from the digitization vendor to note damage, if any.
- Distributing care and handling guidelines to scanner operators at vendor facility
- Quality Controlling of physical materials once materials returned from the digitization vendor.

Related to mass digitization is the increase in discrete, digital projects that often come up at the Library. There is not always a simple solution as to where the scanning should take

place. Media Services, an on-campus facility that offers these services, is an excellent option, but they were not accustomed to handling original artifacts like manuscripts and art on paper. Kennedy worked with members of Digital Production and Integration Program (DPIP) to create project checklist worksheets to outline project questions. These checklists will ensure that all logistics are worked out before the project work can start. Kennedy, in conjunction with DPIP, also worked with Media Services staff members to communicate the standards the Library expects in terms of care and handling of the original artifacts. Media Services is now an approved vendor for small digital projects.

Kennedy was asked to join the Film Preservation Working Group, a group concerned with the long-term preservation and access issues with the 16mm and 35mm film collection at the Film Study Center (FSC). Her contributions to the working group were to advise on the correct temperature and relative humidity for cold storage of film, proper housing for transfer between cold storage and ambient conditions to reduce thermal shock, and transport containerization for the circulation system being devised between the FSC and the cold storage facility. Financial support was approved by the Deputy Provost, Lloyd Suttle, and will be implemented during fiscal year 2010.

The Eli Express Quality Improvement Special Collections Committee was charged with investigating current procedures concerning the handling and security for special collections materials when they are transported by Eli Express and LSF. They were also to identify ways the services may be improved in terms of security, preservation and protection. As part of this committee, Kennedy contributed to the identification of proper containers for transport, proper packing techniques, and security issues including locking containers during transfer. Twenty-two recommended actions resulted from this analysis. Once finances are secured, some of these recommendations will be implemented this upcoming fiscal year.

## COLLECTIONS CARE

Ian Bogus  
Head, Collections Care

Staffing as of June 30, 2008:

Dawn Mankowski	Conservation Assistant	Level E
Carol Greogry	Conservation Assistant	Level E (started 11/12/07)
Sandra Koenen	Library Service Ass't	Level C
Ronel Namde	Conservation Assistant	Level B
Edna Bowman	Conservation Assistant	Level B
Laura Johnson	Conservation Assistant	Level B
Ellen Zemina	Binding Assistant	Level B

### *Overview*

Collections Care's mission is to ensure the longest possible life of the Library's circulating and reference collections through physically maintenance. Collections Care activities encompass:

- Book repair, including the review of circulating and reference library materials that have been identified as damaged and repairing or rebinding material as appropriate. Other choices include housings, such as boxing or pocketing, or reinforcing weakened structures.
- Pamphlet binding, using either custom-made commercial binders or custom in-house binders, to bind library materials that are 1/4" or thinner. This consists primarily of new acquisitions, but occasionally includes binding older materials.
- Commercial binding of new monograph titles that have soft covers, and damaged monographs that would benefit from commercial rebinding. Much of the work involves preparing item level binding instructions including title and author information and color choice, if appropriate. Packing the shipment for and receiving back the volumes from the commercial binder is also a part of this.
- Mass deacidification of various library materials. Wood pulp paper produced from approximately 1830 to 1980 is most likely produced through processes resulting in acidic paper. The acid breaks down the cellulose fibers causing it to become brittle over time. Mass deacidification counteracts the acid and leaves a buffer that significantly extends the useful life of deacidified volumes. Materials are chosen in consultation with Library curators.

### *Activities*

Collections Care had an eventful year. After a number of years of being short staffed, the unit now has all positions filled for the first time in over three years. Carol Gregory joined the unit in November taking the open Conservation Assistant III position. With a full staff Collections Care has spent much of the year self-assessing where it is and how it needs to progress for the needs of the Department as a whole.

One of the major roadblocks is the physical workspace. Having the staff split in different rooms causes workflow inefficiencies and creates artificial lines between the various work performed in the unit. After working with The Impact group, Collections Care assessed current available work areas in the Department and worked together to create proposals to reorganize and maximize available space.

Collections Care staff development was a particular interest this fiscal year. Training was performed for new and old staff alike. New staff were trained in Library, Department, and unit practices. Old staff were retrained in efforts to increase their knowledge and understanding of their own work. While improvements have been made there are still ways to go for the unit as a whole to function smoothly, efficiently, and up to standards. Development was attempted utilizing a series of methods in both team and individual settings.

In-unit workshops were implemented both to improve individuals skills and as a team building exercise. Four quarterly workshops were performed that built on each other in skill level; paste-paper, long-stitch book, case-bound book, and quarter-bound book. Mankowski lead the paste-paper and quarter-binding workshops while Bogus lead the long-stitch and case-bound ones. While the workshops seemed to produce some benefits, as time went on it became apparent there were some attendance problems making the teambuilding intent less effective. The future of these workshops is being evaluated for FY 2008-09.

Collections Care experimented with new recipes and methods for making wheat-starch paste. Paste is used in almost all treatments. Unfortunately, it also develops mold easily. During the experimentation period the Conservation Lab found a novel way of storing it in sterile syringes. Collections Care found that this method keeps the paste viable for long periods of time. Using this practice has cut down the frequency of making paste from once a week to once every three weeks. As an added benefit, straining the paste prior to use is not needed making it easier to use.

Internal and external documentation related to Collections Care workflows were updated. Mankowski worked on updating the book repair and unit procedures while Koenen created Monographic Binding instructions. Access Services requested that Bogus review three documents for their use: Book Fragments, Fee Schedule for Damaged Items, and Damaged Books Returned from Patrons. A procedure was also worked out with Access Services for putting multiple pieces of the same title into a single box with a single barcode. Another process was worked out for treating multiple pamphlets that are cataloged under a single record. Each pamphlet is treated individually while a shelf file with the shared barcode is placed on the shelf. Both procedures save time and resources while protecting fragile documents. The Beinecke library updated the criteria Collections Care uses to transfer materials from Sterling Library.

Bogus, Koenen, and Zemina from Collections Care worked with Walls and Gibson from RaMP to transfer the mass deacidification workflow from RaMP to Collections Care. In

the process of the transfer some procedures were changed to meet the workflow needs of the unit and to adhere to requests from the deacidification vendor. With the new responsibilities, new job descriptions were written for Koenen and Zemina.

The Department's board slotting machine had been unused for many years. Current Departmental staff were unfamiliar with it. The potential of this treatment option for general collection materials warranted evaluation. An informal team from Conservation and Collections Care was formed to teach themselves how to use the machine. Mankowski has become proficient in using it to treat materials. She is sharing her knowledge with other staff in both units.

In spite of outreach over the years, few departmental libraries are taking advantage of the services available to them through Collections Care. Bogus has increased outreach activities in order to reestablish services to non-Sterling libraries. As a result there has been a slight increase in the use of Collection Care's services. Sarah Burge, the Medical Preservation Coordination Librarian, worked with Bogus to send damaged Medical materials to Collections Care for intermediate and complex repairs and monographic binding. The Medical Library is now regularly sending materials for treatment. Bonnie Turner and Susanne Roberts contacted Bogus to reestablish a workflow from the Sterling Reference collection. Books are being commercially rebound as needed. Reference books requiring repair are put through a modified rush procedure where items are treated and returned within a week. A workflow from Manuscripts and Archives was worked out with the help of Mary LaFogg and Carol King. Additionally a workflow is in discussion with Acquisitions.

### ***Projects***

As part of the Vendor Review Steering Committee, Bogus worked with Acquisitions to discuss and evaluate binding issues. Each potential shelf-ready vendor worked with different library binders. Books bound were evaluated to ensure they adhered to national and Library standards.

As mentioned above, Bogus and Kennedy worked with various Library staff on the Microsoft Mass Digitization Project. In addition, Bogus was asked to contribute to the mass scanning hiring process and interviewed the candidates for the four picking positions. He also joined the Mass Digitization Workflow Group and participated in two Mass Digitization Forums held in the spring.

Two offices needed to be created in Room B6. Working with reformatting staff the reformatting backlog was reorganized and reduced. Collections Care triaged seven section of volumes. Approximately 1,100 items were wrapped in paper and sent to the LSF. An additional 300 items, that were considered medium rare, had wrappers made for them and also sent to the LSF.



## CONSERVATION LABORATORY

Christine McCarthy (started 3/1/08)

Chief Conservator

Paula Zyats

Assistant Chief Conservator

Roberta Pilette

Interim Chief Conservator

Staffing as of June 30, 2008:

Sarah Dove	Map Conservator	M&P (extended 12/09)
Marie-France Lemay	Paper Conservator	M&P
Laura O'Brien-Miller	Conservator for Walpole	M&P
Margot Curran	Exhibits Preparator	M&P (started 1/7/08)
Karen Jutzi	Conservation Assistant	Level E
Zenaida Lantuch	Conservation Assistant	Level D
Lesley Santora	Conservation Assistant	Level E

### *Overview*

The Conservation Laboratory's primary function is item level treatment and housing of rare and special collection materials. While Beinecke Rare Book Library (BRBL) is the major client, the Lab treats material from all the special collections across the Library. In addition to treatment, the Lab provides support for exhibits and consults with curators and specialists.

Lab staff, working in concert with the Preservation Field Services Library, provides expertise and assistance Library-wide on a variety of conservation issues, including the safe care and handling of non-circulating collections and emergency response and recovery. The Lab also provides information to the public on conservation practices at Yale University Library.

### *Treatment*

In FY 2007-2008 Conservation Lab received a total of 300 requests for treatment of individual items or groups of materials from the Library's special collections. The Lab accepted 178 requests for treatment from the Beinecke collections, which translated into over 400 individual items for treatment or housing. The remaining 122 treatment requests came from other YUL special collections. This work was drawn from the collections of the Gilmore Music Library, the Art of the Book Collection, the Divinity School Library, the Goldman Law Library, and several of the Area Studies Collections.

### Book Treatments

This fiscal year, the Conservation treated a total of 361 bound volumes from the Library's special collections. Treatments included board reattachments, rebackings, text block consolidation or re-sewing, dust jacket repairs, media consolidation, and complete rebinding for materials as diverse as a 15<sup>th</sup> c. Book of Hours, 19<sup>th</sup> c. children's books, and modern literary works and artists' books. The majority of these treatments, 84% of the total treatment work, were intermediate or major level treatments, ranging from 2 to 50

hours to complete. According to Lab statistics for 2007-2008, most of the treatments completed for bound materials took between 2 and 20 hours.

### *Selected Book Treatments*

a) Bound Manuscripts, Osborn Collection, Beinecke Library  
Between April and June of 2007, Conservation Technician, Lesley Santora, completed treatment on four bound manuscripts from the Osborn Collection. Santora's work, which included resewing text blocks and rebinding in conservation paper cases, helped to facilitate access for this heavily used collection.

b) Tracts and Pamphlets, Beinecke Library  
Conservation Technician, Zena Lantauch, continued work on an ongoing program to treat tracts and pamphlets from the Beinecke's collections. Lantauch carried out full-treatments that included washing, mending, and re-stitching for each of the individual pamphlets. These treatments greatly improved both the condition and usability of these items.

c) *Martialis Epigrammaton* (1559), Beinecke Library  
Assistant Chief Conservator, Paula Zyats completed a full-treatment for this book, which sustained such severe mold-damage that the pages were extremely soft and pulpy and the losses so extensive that the leaves were like sheets of lace. Since the paper was far too weak for mending, leaves with damaged text were lined following washing. The tissue chosen for the linings was extremely lightweight and barely visible. In the long run relining proved to be a more efficient treatment option than mending since Zyats was able to complete this work for groups of folios in two treatment sessions. The relining also eliminated the need to guard, which saved time and facilitated the resewing. Zyats rebacked and repaired the original binding so that it could be reattached to the text block.

### Paper and Other Non-Book Treatments

The Conservation Lab treated a total of 497 flat paper objects from the Library's special collections this fiscal year. These objects included manuscript documents on paper and parchment, art on paper, printed and hand-drawn maps, and photographic prints and negatives. Treatment work improved the condition of objects as diverse as an Aztec migration myth panorama, a 17<sup>th</sup> c. board game, and maps by Venetian cartographers.

### *Selected Treatment Highlights*

a) Aztec Migration Myth Panorama  
Paper Conservator, Marie-France Lemay treated and matted nine large drawings (recent acquisition) which form a panorama depicting the myth of the migration of the Aztecs. The drawings were originally one large scroll, which was cut in nine sections. Although the treatment carried out was fairly routine (surface cleaning, tape removal, mending and flattening), the size of the sections (each approximately 100 cm long) presented a challenge in the planning and logistics of each treatment step.

- b) Saybrook College Indenture, Manuscripts and Archives  
Assistant Chief Conservator, Paula Zyats, completed treatment for a two-page parchment document dating from 1702, wherein land was deeded to become Saybrook College. Zyats consolidated the flaking media to conserve the manuscript text and then humidified and flattened the document to reduce the creases and planar deformation resulting from years of storage folded.
  
- c) Bach Manuscript, Gilmore Music Library  
Conservation Assistant, Karen Jutzi, completed treatment for an important Bach manuscript with old damaging mends and iron gall ink. Jutzi surfaced cleaned the manuscript leaves, removed old heat-set mends, washed and mended the manuscript to improve its overall condition. Jutzi worked with Zyats to apply a new technique for “drying” the manuscript leaves in an ethanol bath after washing to reduce sinking of the inks. The technique was an outgrowth of information presented by the Library of Congress at this year’s AIC Annual Meeting, which Zyats attended in April.

#### Quick Repair Program

Conservation Assistants, Lesley Santora and Karen Jutzi, continue to alternate spending one day per week at the BRBL, doing minor repairs on-site. Two-hundred and seventy-seven items received treatment over the course of 31 quick repair sessions. The average time per treatment was 45 minutes. The quickest repair took approximately 15 minutes to complete and the longest repair took 2.5 hours. Repairs included inner hinge repairs to bound volumes, simple board reattachments for leather and cloth bindings, simple page mends, and un-framing for works on paper. The key to the success of the repair program continued to be careful selection of materials for which this type of on-site work is most appropriate.

#### Protective Enclosures and Housings

Conservation created protective enclosures and permanent storage mats for 1748 collection items. These enclosures included simple wrap-construction boxes, cloth-covered drop spine boxes, mats, and portfolios.

#### *Uncle Tom’s Cabin* Realia, Beinecke Library

Exhibition Preparator, Margot Curran, created custom protective enclosures to house a group of objects related to Harriet Beecher Stowe’s *Uncle Tom’s Cabin*. Curran constructed boxes based on museum object crate designs to house three collectibles (a plate, small porcelain jar, and statuette) depicting characters and scenes from Stowe’s story. The enclosures also function as displays for the objects to facilitate the curator’s desire to be able show these items to classes each year without having to remove them entirely from their protective housings.

#### Matthew B. Brady and Levin Corbin Handy, Photographic Studios Collection

Conservation Assistant, Karen Jutzi, working under the guidance of Paper Conservator Lemay, cleaned and rehoused 7 glass-plate negatives from this collection. Since several of the negatives were broken, custom-sink mats were constructed to fit each set of

fragments and prevent further breakage. This project served as the blueprint for another for negatives from the Drama Collection that will be completed early in 2008-09.

### ***Projects***

#### George Washington Atlas

With the generous support of a Library donor, the Conservation Laboratory began a project to treatment an oversized volume of bound maps that once belonged to George Washington. Paper Conservator, Sarah Dove, and Assistant Chief Conservator, Paula Zyats, developed a treatment plan for the atlas that would conserve each of the individual maps and re-assemble them as a bound volume. Dove completed extensive media testing and based on the testing results, began her work to disbind the atlas and wash the maps to remove old deteriorated backings and reduce discoloration. After washing, many of maps were mended or relined to repair tears and weak areas.

In January, the Conservation Lab welcomed a film crew for a half-day to highlight the treatment of the George Washington Atlas. This is part of a larger documentary about the Atlas. Dove and Zyats worked with Map Collection staff to facilitate the on-site filming and both appeared on camera to explain the proposed treatment.

#### Osborn Survey, Beinecke Library

In June, Conservation staff, McCarthy and Zyats worked with the Beinecke's preservation intern, Martha Horran, to develop a survey tool for documenting the condition and treatment needs of the bound manuscripts from the Osborn Collection. McCarthy also worked with Horran to identify typical condition issues, review binding structures, and build an understanding of how the data from the survey might be used to frame future treatment projects.

### ***Exhibition Support***

The Conservation staff continued to review and treat material for exhibits, mount and support objects, and to help plan and install exhibits for the Beinecke and for Sterling collections. This work is a highly collaborative activity that depends upon a "team" of experts for success. Margot Curran joined this "team" in January of 2008 as the Library's first Exhibits Preparator. Curran took over mounting, book cradle production, and installation responsibilities to allow exhibit curators to dedicate their time to content development and design and to allow other Conservation staff to redirect their energies to the review and treatment work associated with exhibits.

In addition to hands-on prep and installation, Curran, in consultation with other Conservation Lab staff and Geoffrey Little, created an exhibition planning packet to assist all staff preparing shows. The packet provides timetables, checklists, label templates and case diagrams, and worksheets designed to aid the exhibit "team" - collections staff, exhibition prep and conservation staff - in sharing the information necessary to stewarding an exhibition from conception to de-installation. This work complements Library-wide efforts to build a consistent and systematic approach to the important task of managing successful exhibits and providing the best possible display environment for the Library's collections.

Assistant Chief Conservator Paula Zyats, chaired the Exhibition Task Force, a group initially charged with developing a plan for using the card catalog area on the first floor of Sterling Memorial Library as a gallery or exhibition space. By the end of FY 2007-08, exhibition cases were moved into this area, case decks were retrofitted as needed with new cloth, and filtering sleeves were added to the case lamps to reduce the ultraviolet light exposure for objects in the cases. Work continues to address the overall light exposure from the ceiling lights and skylights and provide additional improvement to the space.

Following the successful completion of the group's initial task, Zyats and other members of the task force drafted a proposal for Library exhibition program. The proposal, which was submitted to the Library Director, articulated a program vision statement and suggested the basic organizational structure and staffing model required to support the work of such a program.

### ***Consultation, Education, and Outreach***

Conservation hosted an exhibition-focused training session as part of the annual Cross-Training Initiative. Curran, the new Exhibits Preparator, offered two half-day sessions to provide staff with an understanding of how to plan and prepare a successful exhibit in the Library. Participants were introduced to a packet of planning materials, learned to use templates to produce text labels, and increased their understanding of the condition issues that must be considered when displaying books and other Library materials. The response from staff who attended was very positive. The event offered an excellent opportunity to showcase the ways in which the new Exhibit Preparator position can help to ease the burden of exhibition preparations from those responsible for content, and ensure that materials are displayed in ways that minimize the impact on their physical condition.

Paper Conservator, Sarah Dove, worked with Field Services Librarian, Tara Kennedy, to provide basic care and handling information to Map Collection staff. Dove and Kennedy consulted with curatorial and processing staff on storage issues, reading room use, and policies.

Chief Conservator, Christine McCarthy, and Lab staff created posters and a display for the Library's Open House in June. The very visual exhibit drew the attention of alumni visiting campus for their reunion weekend.

Throughout the year, Conservation staff consulted with members of the campus community and general public, providing information on the care and conservation of collections. Staff consulted with Berkley College on specifications for exhibition cases, the Classics Department on the care of oversized wall-maps, and shared their workshop and conference experiences with colleagues from the Yale Art Gallery and Center for British Art.

### ***Workflow and Processes***

Conservation staff participated in a one-day Preservation Brainstorming Session in January to help frame the Department's agenda and future directions for strategic planning. With the arrival of the new Chief Conservator, Christine McCarthy, in March, staff revisited their interim space improvement plans and reviewed their previous work with McCarthy. Adding input from their work with the Impact Group consultant, Conservation staff discussed and prioritized potential improvements to their space and workflows. The result of this effort, a new plan for short and long-term changes, was drafted to reorganize and upgrade the current Conservation Laboratory. This plan was incorporated in the Departments Strategic Plan for 2008-2013.

Lab staff then turned their attention to space and workflow issues that could be immediately addressed. Staff reorganized and re-categorized the Conservation reference files to facilitate their use in treatment research and problem-solving. Staff also sorted and reviewed Lab supplies based on frequency of use in an attempt to make the best use of the available storage space.

### ***Challenges and Needs and Problems***

The Conservation Lab staffing and space allocations are not sufficient to meet the conservation needs that exist within the Library extensive special collections holdings. As Beinecke is the largest of the special collections it makes sense that most of the conservation effort is on that collection. However, there are significant special collections throughout the Library system. According to the incoming treatment log statistics, 41% of the requests for treatment in 2007-08 were generated from the special collection outside of the Beinecke. General Library funds, however, support only .80 FTE of conservation staff time to address the conservation needs of these collections.

In addition, the Lab receives a substantial number of "rush" requests for treatment. These requests, which generally require work to be completed within 2-days to 2 months, constituted 33% of all treatment requests from the Beinecke. This "rush" work was driven by exhibition, loans, reformatting projects, or patron request. Much of this work cannot be anticipated by Lab staff and must be fast-tracked ahead of other treatment work. Juggling competing demands for time and expertise is a constant challenge, which makes it difficult for Conservation to accurately predict and communicate treatment time or how long items will be in the Lab's queue before treatment can begin. Conservation needs to be included earlier in project planning, exhibition and loan activities, and in the prioritizing of preservation projects to ensure the best possible service to the collections and successfully manage "rush" requests and other treatment work.

The Conservation Laboratory's physical space continued to pose challenges to meeting the demand for treatment work. The Lab's work and staff have outgrown its current lab and the use of satellite spaces in the basement of Sterling created complicated and inefficient workflows for photographic documentation, restocking of Lab supplies, and the production of enclosures.

In June, the Lab suspended treatment work for almost two weeks to accommodate emergencies repairs to the fire suppression system's dry-pipe lines, which run directly over the primary staff workbenches.

## **REFORMATING and MEDIA PRESERVATION (RaMP)**

David Walls

Preservation Librarian

Staffing as of June 30, 2008:

Stephanie Sherry	Acquisitions Assistant	Level D
Agnes Wnuk	Cataloging Assistant	Level C
Edith Fortes	Acquisitions Assistant	Level B
Gareth Gibson	Library Service Ass't	Level B

### ***Overview***

The mission of the Reformatting and Media Preservation Program (RaMP) is to preserve and maintain access to the information content of both paper and media based library resources through the creation of paper and digital surrogate copies. RaMP is responsible for working with collection curators, bibliographers, and selectors to reformat brittle books and media. Reformatting generally results in a surrogate. The coordination and overseeing of the production or purchase of an appropriate surrogate is a key operation for this unit. Surrogates may be microfilm, paper, or digital for text based items; multi-media surrogates are generally digital.

RaMP has gone in a relatively short period of time from a program that created paper and microfilm surrogate copies of brittle library books to an integral creator of digital library resources. In recognition that many of the information resources in the Library are multi-media based, RaMP preserves the information content of audio, video, and film collections and unlocks previously unusable library media collections found on obsolete formats by providing both digital format archival and surrogate use copies. RaMP's *ReBooks* Program, developed in partnership with the Library's Digital Production Integration Program (DPIP), will provide full-color, full-text searchable digital books to the Yale Library community. This program complements the Library's mass digitization efforts, in that RaMP's mission is to preserve the content of brittle books; books which may have been published years after the public domain copyright date of 1923 set for the mass scanning program. Also, most of the books that RaMP digitizes are in such poor, brittle condition that they could not go through the faster work flow required by the Kirtas scanning process used in mass scanning.

### ***Activities***

In August 2007, staff from the RaMP Program began meeting with members of the *Impact Group* to discuss current workflow and identify our library customers and the services that RaMP provides to them. During a second meeting, RaMP staff were asked to brainstorm about what an ideal unit setup would look like in terms of space and equipment. During several bi-weekly RaMP staff meetings, RaMP staff looked for practical improvements that could be reasonably accomplished and would serve to bridge the current and ideal unit scenarios. During a third and final meeting with *Impact Group* staff, this optimal workflow was visually mapped. New workflows for RaMP will be created in early FY09.



Although RaMP staff have worked together for many years, there is still some need to improve interpersonal work communication. After learning about Ernie Scrivani's proposed class on *Building Effective Relationships* and discussing the importance of communication among staff as an area for improvement in a unit staff meeting, there was consensus among the RaMP staff to take the class together. In addition, all RaMP staff agreed to include taking the class and improving communication as a personal goal.

### Eliminating the Backlog

The reformatting backlog has been both a blessing and a curse over time. On the positive side, it has served as a visual subset of the damaged and brittle condition of the larger collection of books in the Sterling stacks. In this guise, it has brought attention to both the reformatting program and the Preservation Department and served as a "poster child" for increased funding for preservation. However, on the negative side, the backlog has reduced access to thousands of volumes due to the "item not available" status charge and served as a millstone around the neck of future space planning.

As mentioned above, the need to create two new offices for Preservation Department staff required eliminating the backlog from more than half of room B6. Working with Collections Care staff more than 1,500 volumes were transferred to the LSF, while RaMP staff reformatted hundreds of volumes as well. In February of 2008, Edith Fortes, Stephanie Sherry and Walls met to discuss a triage strategy for processing the oldest backlog items stored in room B27. Fortes assessed the large serial sets stored in room B27 and several large sets were microfilmed. As the manager of the backlog, Sherry took the lead in organizing the move of the volumes in room B6 from the shelves to the Rent-a-Crates used for temporary storage. Sherry also organized a list of the contents of the various backlog carts used for storage and drafted a priority list for which carts to triage and eliminate first. With the new goal of reducing the backlog to fit on the shelves in room B6 by the end of March 2009, the backlog will be a priority project for RaMP staff for the first half of the new fiscal year.

### Mass Deacidification

The mass deacidification program was transferred to Collections Conservation. For the transfer, Gibson prepared a document of the procedures used for moving deacidified books from the Library shelf to Preservation Technologies and back. This draft document was circulated to RaMP staff for clarification and correction. This document was then given to Collections Conservation staff and a series of four meetings were held to ensure that staff was adequately informed. During these meetings, Gibson demonstrated how to select and status track volumes from the shelves, pack the tubs, stack them into a pallet, and prepare the pallet for shipping.

### Microsoft/Kirtas Mass Scanning

RaMP staff dedicated more than 40 hours to pulling books for the Microsoft/Kirtas Mass Scanning Project. While Wnuk and Sherry volunteered for most of the total time, Walls helped pull the first 100 books selected for the project and volunteered to select books at the LSF as well.

### Yale Daily News Server Load Test

RaMP staff volunteered to be a part of the load test of the server delivering content for the *Yale Daily News*. At a time set by the Library Systems Office, RaMP staff logged on to the server, typed in various search questions, and navigated through the contents of the online paper. Staff in the Systems office and DPIIP also participated. No server problems developed.

### Film Inspection Equipment

RaMP now has the equipment and ability to review 16mm and 35 mm movie film. RaMP staff have been trained in the correct handling of movie film and the use of the equipment and are available to assist in the use of the equipment or reviewing of film. In addition, the use of this equipment has been offered to staff at the Beinecke as well as Manuscripts and Archives.

### ***Projects***

RaMP's work in digitizing audio for the World War I Project and the 1962 film *Benny Goodman in Russia*, for the Music Library, preserved and provided access to valuable information resources that were previously inaccessible to researchers. Discussions with curators and subject bibliographers as well as presentations to Research Services and Collections and the Collection Development Council have increased the awareness of the media services RaMP provides. This year RaMP was asked to scan media for the Music Library and the Latin American Collection.

RaMP has also provided value-added services to digitization projects begun by other departments in the Library. RaMP staff have been performing pre-scanning QC on volumes to be scanned by the AMEEL (Arabic and Middle Eastern Electronic) Project. RaMP staff are also status tracking and packing the volumes and hard drives for shipping, as well as serving as the primary liaison between the vendor and the Library for handling volumes and tracking shipments to and from the Library. RaMP staff have met with staff from Manuscripts and Archives and the Mass Scanning Program to discuss quality control on document images from the OC Marsh project. The QC routine was to be sure that both sides of correspondence had been scanned and that the image was clear enough to read. This work was completed in August 2008.

Due to a variety of digitization projects now underway, RaMP staff are performing quality control (QC) routines on digital image clarity, the quality of OCR'd text, and the accuracy of article and paragraph segmentation. These QC activities are to ensure that the appropriate level of information has been captured from source materials, and to monitor the work of our vendors to ensure that the Library receives high quality digital products and that all vendor contract obligations are being met.

Katie Bauer and Walls developed a quality control training session for RaMP staff performing QC on the *Yale Daily News*. Bauer arranged the use of the electronic classroom in the Bass Library for our session. Walls wrote a procedures list for the QC work to be performed. Bauer and her assistant, Alice Peterson-Hart, tested various methods for determining search accuracy and OCR quality. Bauer, Peterson-Hart,

Gibson, Agnes Wnuk and Walls met and tested the QC methodology by working on the live *Yale Daily News* online database. After perfecting the QC procedures, Gibson and Wnuk have taken the lead on performing QC for the *Yale Daily News* Project.

Gibson and Walls developed a basic QC procedure for assessing the quality of the sound as well as vendor compliance for the .wav and mp3 files of WWI spoken word and music created for the WWI Collections Collaborative Project. Gibson performed a QC procedure on a selected sample of all files for the project.

#### Ingesting and Serving Digital Content:

##### *Rescue Repository*

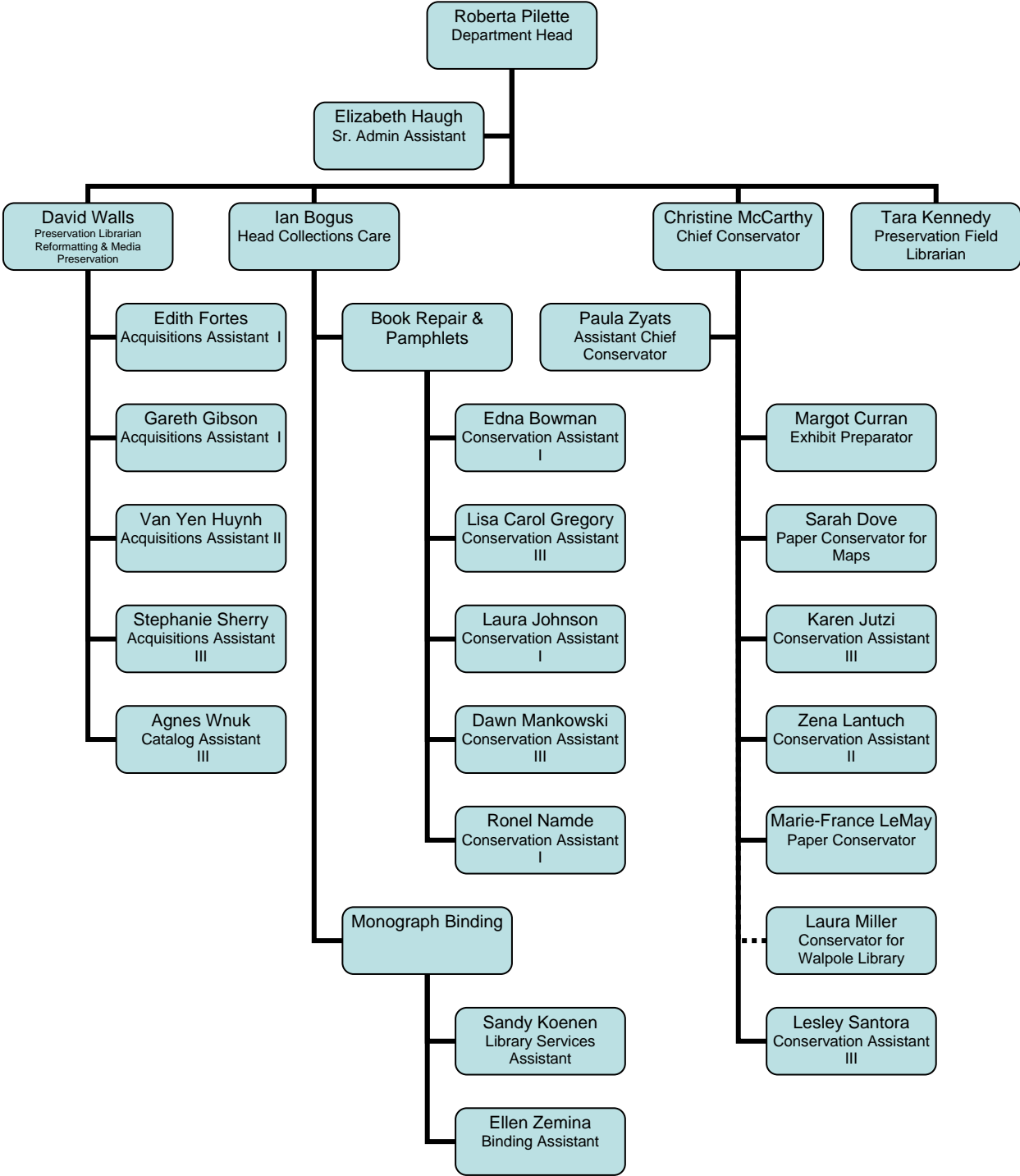
In addition to training in the performance of QC on digital products, Sherry and Walls received training on how to ingest the digital content that RaMP receives from our scanning vendors and upload it to the *Rescue Repository*. A series of meetings were arranged with Jennifer Nolte, Orbis Support Specialist for Sherry and Walls to be trained on how to ingest digital content from the various scanning vendors into a file naming convention and file structure that Walls had developed for RaMP.

##### *ReBooks Server*

After ingesting the digital content into *Rescue Repository*, digital files of books must also be uploaded to the *ReBooks* server. Youn Noh, Digital Resources Catalog Librarian, met several times with Sherry and Walls to fine tune and train us in the newly developed procedures for uploading content to the server on Vital. Sherry and Walls also assisted in performing several tests of the *ReBooks / Vital* server to document its many deficiencies. Due to consistent problems with the Vital server, RaMP's digital *ReBooks* and newspapers will be uploaded onto a new server running Content DM. New training will be needed on how to upload content to this server.

The growth of these digital and media services require further development for RaMP in the form of additional training for RaMP staff in new digital and media preservation and quality control skills. It will also necessitate new job descriptions and revised unit workflows to provide effective and efficient services to our library customers.

# Appendix I Program and Staff Organization Chart



**Appendix II**  
**Preservation Department Statistics**  
**Fiscal Years 2006 – 2008**

<b>Treatment</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<i>Volumes treated</i>			
CCP	1,459	1,360	1,530
Conservation lab	563	258	361
Quick Repair	--	158	277
<i>Unbound/flat items</i>			
CCP	0	0	0
Conservation lab	666	380	497
Pamphlets/Pockets	8,916 <sup>1</sup>	5,640 <sup>3</sup>	5,064 <sup>4</sup>
Book jackets	602	399	590
Monograph binding total	27,928	20,594	21,634
Phase boxes/wrappers	1,168	561	1,806
Clamshell/drop-spine boxes	3,533 <sup>2</sup>	635	387
Mats	260	530	513
Cradles/bookmounts	158	97	129
<i>Special Project [stack stabilization]</i>			
Volumes tied		3,813	
Volumes w/bookjacket		3,762	
<i>Encapsulations</i>			
Flat/unbound items	216	90	49
Volumes	0		
number of leaves	0		
<i>Microfilm</i>			
Volumes	1,483	4,074	1,693
Titles	353	1,099	766
Frames	343,921		167,185
<i>Reformatting Multi Media</i>			
Film/video	9	0	0
Audio	0	0	0
<i>Preservation Photocopying</i>			
Volumes	494	90	155

Titles	256	188	124
<i>Mass Deacidification</i>			
Volumes	6,650	6,345	2,533
Unbound/flat items	425	1,117	859
<b>Total Vols/Items treated</b>	54,521	49,903	38,077 <sup>5</sup>

<sup>1</sup>5,143 pamphlets bound in-house

3,773 pamphlets bound by commercial binder

<sup>2</sup> Increase in boxes reflects one time project to stabilize items in SML for moving.

<sup>3</sup> 3,262 pamphlets bound in house

2,378 pamphlets bound by commercial binder

<sup>4</sup> 2,5347 pamphlets bound in house

2,517 pamphlets bound by commercial binder

<sup>5</sup> Lower amount reflects completion of Stacks Stabilization project in the previous year as well as an increase in higher level repairs.

**Appendix III**  
Yale University Library

**Goals**  
**Preservation Department**  
**2007-08**

1. Continue to promote the Preservation Department and its services.
  - a. Institute regular tours for staff, faculty & the public
  - b. Develop a basic preservation course for all library staff
  - c. Develop an information brochure about the department
  - d. Update the department Website
  - e. Make regular contributions to Library publications
    - o Preservation column in *Notabene*
    - o *Library Links*
    - o *Alumni Magazine*
2. Explore ways to develop improved workspaces
  - f. Hire consultant to analyze workflows
  - g. Consult/visit other operations
  - h. Reorganize spaces as a result of workflow analysis
  - i. Improve documentation of work process
3. Develop better inter-unit relationships
  - j. Social activities
    - o Lunch picnic - summer
    - o Holiday party - winter
  - k. Explore a time management course that is keyed to non-office operations
  - l. Improve documentation of projects

**Reformatting and Media Preservation**

1. Review and document the tasks, procedures, and lines of communication with other library staff that are necessary to efficiently perform each job in the RaMP Program.
2. Using Meeting Maker or similar scheduling software, develop a method of tracking individual projects for our Library and University customers by the end of this fiscal year.
3. Develop a script outline and regular set of items for display that can be used by staff to give tours of the RaMP Program by the end of this fiscal year.

### **Conservation Lab**

1. Develop an online condition/treatment report – fully operational by June 2008
  - Design forms – September 2007
  - Hire student to design database – possibly during summer, certainly fall 2007
  - 3-6 months rollout
2. Improve workspace layout
  - Design and have built a light table
  - Explore new set up for photo doc
3. Work on time management; with view towards:
  - Improve efficiency
  - Schedule 1 hour/week of professional development time
  - Propose a training session on the topic for the whole department

### **Collections Care**

1. Hold open houses for Collections Care
2. Perform cross training within the unit
3. Document all the processes in Collections Care including the monograph binding area.
4. Field trips/tours of libraries that have collections and faculties similar to Yale's, to see how they do treatments, set up their labs, and what things they use. Libraries such as:
  - New York Public
  - Columbia
  - Harvard
  - MIT
5. Fully train all repair staff on all current repair techniques.



## Appendix IV

### Events Requiring Emergency Response FY 2008

<b>Date</b>	<b>Where</b>	<b>Library Materials Affected</b>	<b>Library Staff hours used in response &amp; recovering materials (hours)</b>
7/27/2007	Medical Library, Basement	Number not recorded	7.50
8/1/2007	Woodbridge Hall, President's Office	15	5.00
11/29/2007	Acquisitions	0	.25
12/17/2007	270 Crown (A&A), Reading Room	0	2.00
12/31/2007	LSF, Module 3	569	28.00
1/15/2008	270 Crown (A&A), Reading Room	0	10.50
1/16/2008	270 Crown (A&A), Reading Room	0	9.50
1/18/2008	270 Crown (A&A), Reading Room	0	10.00
1/24/2008	Mudd Library, Fumigator Room, Gov Docs, basement	0	3.50
2/13/2008	SML, Floors 2, 2M, carrel	0	3.00
3/26/2008	Off-campus, I-95, engine fire in cab of UPS truck	444 items (books, microfilm, boxes of slides)	55.75
6/2/2008	SML, Conservation Lab	0	4.00
6/16/2008	BRBL, basement	100 (books, archival collections)	78.50
6/18/2008	Mudd Library, penthouse	0	.50
<b>Total Staff hours:</b>			<b>218.00</b>