3C—Analyzing the Institution

Moving Technical Services Offsite: Impetus, Impact, and Attitudes, Catelynne Sahadath (University of Calgary).

Is there a compelling reason why technical services such as metadata, collections, and systems must be collocated with the main library? Do these services need to be on campus at all? This presentation examines the extant body of literature pertaining to the relocation of library technical services and examines it under the lens of the study of management and organizational behaviour. The current paper examines the reasons that libraries decide to relocate their technical services units (impetus), the effect that relocation has on leadership and management of technical services units (impact), and the perceptions and sentiments of technical services staff regarding relocation (attitudes). It concludes that two competing ideas exist: that technical services can better serve users by being close to the resources with which they are working, and that technical services can better serve users by giving up their on-campus space for student use. Ultimately success will depend on the technical service unit's ability to make the decision in the context of the institution's strategies and goals.