User Services Advisory Committee (USAC) Minutes

January 9, 2014

1-2pm

Present: Jenny Emanuel Taylor, Lisa Romero, Jim Dohle, Susie Duncan, Sue Searing, Kelly McCusker (minute taker)

1. GREAT Customer Service Guidelines – Timeline and Responsibilities
   - Our role is almost over.
   - Kelly and Susan Schnuer sent the guidelines via email to the Staff Development & Training Committee on Wednesday, January 8th. They asked committee members to send feedback to them by Tuesday, January 21st. Kelly and Susan will incorporate feedback by January 22nd.
   - Jen-Yu and reference are excited about it.
   - Cookie breaks are scheduled for February 6, 7, and 11 – all in the afternoon.
     - Sue will ask about rescheduling one for the morning.
     - Sue will attend all cookie breaks.
     - We decided that there should be two representations at each of the cookie breaks. If you have not accepted or declined the cookie break Outlook requests, please send Sue an email about your availability.
     - What is our role at the cookie breaks? What questions should we ask?
       - Listen
       - If there are objections, why they are objecting?
       - How would they use this in training?
       - How would they assess these points?
       - Would these guidelines apply to their unit?
     - After the cookie breaks, we will incorporate feedback at USAC’s next meeting and then send to the Administrative Council.
     - We decided not to ask division leaders to discuss it at division meetings at this time. AC can decide if they would like it discussed at division meetings.

2. News / Updates / Previews
   - OpenCMS and the New Website
     - There has been discussion of a CMS/web presence coordinator in the Library.
     - We should assert some authority so that we can respond to items that may affect user services.
   - I-Wonder Chat
     - A new chat/IM software is scheduled to go live by the beginning of the spring semester. However, many people had not heard of this change and training has not been scheduled.
     - Testing is currently in progress.
     - People should be able to login with their NetID and password.
     - Sue will find out more about this.
   - D!bs Group Study Space
     - Funk ACES, Grainger, SSHEL and Undergrad will be using this study space reservation software starting spring semester.
- This software is from EVANCE, we have used their products in the past.
- Not many people in the library are aware of this system yet.
- Reference Roadmap is February 4th
- LibQual Survey
  - On target for February/March.
- CARLI Open House
  - The Open House will be in ILL and Stacks over Spring Break.
- Faculty/AP Retreat
  - We discussed the retreat briefly and felt the retreat discussions were interesting, but we are unsure what will happen next.