Advisory Committee to the AUL for Services

April 10, 2015

Attendees: Mara Thacker, Sue Searing, Megan Mahoney, Susan Schnuer, Jim Dohle (by phone), Joe Lenkart

1. Viewing of GREAT Training teaser video by Staff Development and Training Committee
   a. Susan said video and quiz set up mainly for student assistants
   b. Talk of doing one for graduate students
   c. Goal is to have it all ready to go for Fall Training
   d. Each letter in GREAT will have its own video

2. GREAT Customer Service training for permanent staff
   a. With Shirley Stelbrink – adjusted her module for GREAT
   b. Scheduled for June 17, 2015
   c. Who should attend training? 3 options:
      i. 1-2 people from each division or unit, and then go back and discuss it with division/unit
      ii. Designate trainers who would go train others
      iii. Open to everyone
   d. Mara suggested hybrid version – have 1 person commit on behalf of each division or unit and then open remaining seats to anyone
   e. Staff Development and Training Committee thought that they should not decide who should attend – this committee should
   f. Attendance of typical supervisory training or Mortensen session with Stelbrink discussed (20-25); capping this session to 30 seems reasonable
   g. Sue suggested working through divisions first, and giving them the option to send more than 1 person if they felt it best- ex. IAS division would only need to send 1, PSED might send 2, but A&H would probably send more since they operate more as units than a division
   h. Attendees should be people staffing service points and/or in charge of the non-permanent staff who do, so not necessarily faculty.
   i. Sue will draft an invitation. Susan said to make sure and cc Zoe and Cindy so that they can keep track of who is coming and let them know event details.
   j. SDTC would send 4 people who would become designated trainers.
   k. What kind of assessment will we do of the training? Will need to be incorporated into performance assessment.
   l. Any other kinds of training that we should do related to GREAT?

3. Strategic Planning Update
   a. Yesterday was last open session to talk about Campus Strategic Plan
   b. Current thinking is that 4 major goals of campus will be translated to Library’s Strategic Plan
   c. Next step is that Library SPC is organizing “Deep Dives” around Teaching and Learning (May 1 – this is User Services one and Sue is the lead), Research (Beth Namachchivaya), and Research Library Ecosystem (Tom Teper); hopefully will be at the Union
   d. Chuck Tucker is joining the May 1 Deep Dive to talk about Undergraduate Education
4. Library Budget
   a. John Wilkin and Greg Knott are leading us in scenarios to flesh out what cuts of 1%, 3% and 5% would mean to the Library
   b. State wants to cut the University by 30%; John has made arguments to campus that the Library should be cut less than other units
   c. We should assume that the collection budget will not be cut, though will probably not be given any inflation monies
   d. Cuts will be from operations. Operational budgets for user services are almost entirely for personnel.
   e. Greg has been working with AUL’s in the past few days to map people/budgets to AUL’s; then budget will be broken down into units and each unit will be asked to model 1, 3 and 5% cuts
   f. Historically the divisions have played roles in planning budget cuts, and the Library would like them to continue being involved, along with the Executive Committee. John will ultimately make decisions based on a lot of input.
   g. Are there values that the AC to AUL for User Services wants to assert on this process?
      i. Do we want to assert that there are certain things that can’t or shouldn’t be cut, like instruction? Hours?
      ii. Joe said we need to be cognizant of hourly employees and how much of our services they support.
      iii. Mara said areas that make sense for cuts will differ across units.
      iv. Susan suggested doing a survey to ask users what they would want us to cut. Committee pointed out that a survey would be very involved – Admin approval, IRB, etc.
      v. Susan said maybe we should go back to LibQUAL – this decision really needs to be data driven.
      vi. Joe said that we could request an IRB exemption for a user survey and that would probably go through quickly.
      vii. Sue said that she does not know yet what the Library’s communication goal/strategy is around the budget cuts – whether they want to draw a lot of attention or no attention.
      viii. We also need to be aware of how staff will react to cuts. Joe suggested doing an internal survey as well to see what staff are willing to cut.
      ix. Sue said that she does not think she could talk anyone into approving a survey. Joe suggested a town hall as an alternative. Stating clearly how much money is at stake and what that means.
      x. Mara said that we need to be proactive so we can tell the story that we want to tell to users especially and help staff prepare.
      xi. John Wilkin wants to have an idea of what to tell Campus about impact of cuts on Library by the end of May. Joe asked if John could do a Town Hall before going to campus. Sue said she would ask.
      xii. Susan asked if we should give units framing questions to help them decide what would have largest impact on users. Ask Jen Chien for a 1-sheet summary from LibQUAL data stating what users most wanted.
xiii. Joe suggested having unit heads send emails to constituent departments letting
them know what options we are considering for dealing with cuts.

xiv. Jim cautioned about scaring staff unnecessarily and keeping in mind that
reducing hours is the sort of thing that sounds like an easy fix but won’t get you
to 5% when you are only cutting student assistant time.

xv. John Wilkin did say that he wanted to avoid layoffs but did not say that there
wouldn’t be any. He thinks that even with cuts of 5% it won’t be necessary. John
has authority to implement a hiring freeze for the library but has said that he
won’t do it. Vacancies might not be filled immediately – they will be looked at
first.