1. Disaster Response Plan discussion
   a. Trying to understand role of AUL for User Services in case of disaster that impacts service delivery.
   b. Want to have something in the manual that is more fleshed out about what should be in the manual pertaining to public/user services
   c. Jim suggests that you think of a few scenarios and look for continuity between scenarios to frame the discussion
      i. Delineate between physical and virtual presence
   d. How do we prioritize between the services we provide
   e. First priority is to tell users what is going on
   f. Physical Spaces
      i. Identify impact and status (which buildings and are they open, closed, deprecated)
      ii. Where do we redirect users if a space is compromised?
      iii. Reciprocal borrowing in CARLI, ILL
           1. Overdue
           2. Deliveries, re-route
   g. Virtual Spaces
      i. Levels of access
      ii. Can you get to things if you are on campus? Off campus?
      iii. How to get message out? (i.e.—if internet is down, how do you get a message out?)
      iv. Scope of outage—library resources vs. campus resources vs. consortia resources
   h. Communication Issues
      i. Library website
      ii. University website
      iii. Social media
      iv. Broadcast media
      v. Campus emergency alerts
      vi. Loose network of service point contacts (signs)
      vii. Question: if it’s a campus-level emergency would that reporting be sufficient to cover our communication needs?

2. Strategic Planning (Sue)
   a. In response to the recent message from Dean Wilkin
   b. Is there an intention to make big changes?
   c. Remember mission of institution is long term stewardship of resources
   d. The Campus expects all units to have a strategic plan, goals, and metrics
e. It’s an excellent opportunity to articulate our balance between digital/virtual and physical spaces
f. There were specific concrete positive outcomes from the plan that expires in 2014, though we didn’t really check in with it again to track progress and systematically assess

g. Need a broadly participatory strategic planning process

h. The Cabinet had considered hiring a consultant but Lisa Hinchliffe already had the skills so she was asked to formulate a plan

i. One of our challenges is how to account for ongoing activities that are foundational but not strategic or about going in new directions
   i. We need to be sure we don’t overburden ourselves with new stuff

j. “Don’t panic and carry a towel”

3. Ticketing System Replacement (Jim)

a. While end users won’t necessarily be submitting tickets it does impact how we serve them
b. UIUC domain is going to be retired
   i. It will be turned into a read-only status in January
   ii. This means they won’t be able to add new users to the OTRS system and will create issues with customizations

c. Two systems are being tested as a replacement, this process will take about two months
   i. Demoing a new system of OTRS as well as Request Tracker
   ii. Soliciting volunteers to test these out, can contact Megean to volunteer or if you have questions
      1. From queue owners as well as customers
   iii. About a dozen queues will be migrated over
   iv. This process is very user-focused
   v. Want something more mobile friendly
   vi. Is there potential for OTRS replacement system for user services requests
   vii. Not a problem-resolution product only, mostly a workflow tool
   viii. Should build a knowledge base, also will get metrics for assessment purposes
   ix. Opportunity to use for reference referrals? It’s helpful because you can assign things to specific people

4. Reference Survey (Lynne)

a. It’s in process, officially started this week
b. 70 valid responses so far, mostly from undergraduate and graduate students
c. Almost everyone is very happy with the services they receive from the library, so it’s not telling us much
d. Running in Grainger, ACES, Main Info Hub, VR, In-person version only in SSHEL
e. Hope to get 300 responses
f. Want user reactions to us—are we doing a good job? Are we answering in a timely manner? Are we effective? Are we open, welcoming, sound happy to help people (like the GREAT guidelines)
g. It will be heavily weighted with responses from VR users because we do so much VR compared to in-person
h. Ideally it should have been done in more units
i. It’s not looking at effectiveness of units, it’s looking at effectiveness of HUBS
j. Some concern over its bias towards UGL or Main Info desk
k. If survey is a good methodology it could be applied elsewhere, or share instrument so units could use for self-assessment
l. Wanted to go beyond Desk Tracker to get at qualitative component

5. Other Business
   a. Should we discuss the public access to the University Library next meeting? Any other business?
   b. Our next meeting is December 12
   c. Lynne will probably have an update on the reference survey