

# *New Service Models Update*

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# Outline of this report

- Process and Framework
  - Teams
  - Reporting
  - Feedback
  - Communication
- Updates on specific teams & programs
- No library is an island (from the user's perspective)



# Process and Framework

- Charging Teams
  - EC drafts charge, posted for input and revised
  - Members include faculty from outside the Library OR the teams are charged to gather input from stakeholders (focus groups, etc.)



# Process and Framework

- Charges are:
  - Flexible enough to allow novel & unanticipated solutions (e.g. COMM-LIS)
  - But very structured in terms of deliverables and timeline (*brisk!*)
    - Interim Report: Recommendations. Are we on the same page? Is this the right direction? Posted for input, then discussed in EC and Administration
    - Implementation Plan
    - Final Report: including final budget, future considerations, assessment, lessons learned



# Process and Framework

- Process accelerated to inform response to Provost's letter
  - Government Information Services Team & International and Area Studies interim reports submitted by early March.
  - Recommendations can then be posted and vetted (as per above) in time to inform response due in April



# Process and Framework

- Communication
  - NSM sessions – informal, library faculty & staff
  - Call for comments on charges and interim reports
  - Teams bring in other faculty/staff as needed
  - Team pages:
    - Minutes, reports, background docs posted regularly, e.g., Area & International Studies  
<http://www.library.uiuc.edu/nsm/intstudies/index.html>
    - RSS feeds (for all or targeted)



# Updates on specific teams & programs

- LIS
  - Implementation plan being finalized
  - LIS, CAM and IPM staff working hard on transfers to Oak St (from LIS & Stacks)
    - 12,000 items to date; pace is quickening
  - Office space for Sue & Sandy on 3<sup>rd</sup> flr & in GSLIS
  - Enhancements to new book list via Voyager (scoped by find, covers & ToC from Syndectic)



# Updates on specific teams & programs

- **Scholarly Commons**
  - Fall 2009 launch
  - Data Services & GIS, Scholarly Communications (and others?) as day-one services
  - More details at April or May NSM session
- **Tech Services**
  - Moving forward starting this spring
  - More details at NSM Session on 2/17 (3 pm in ACES Heritage)



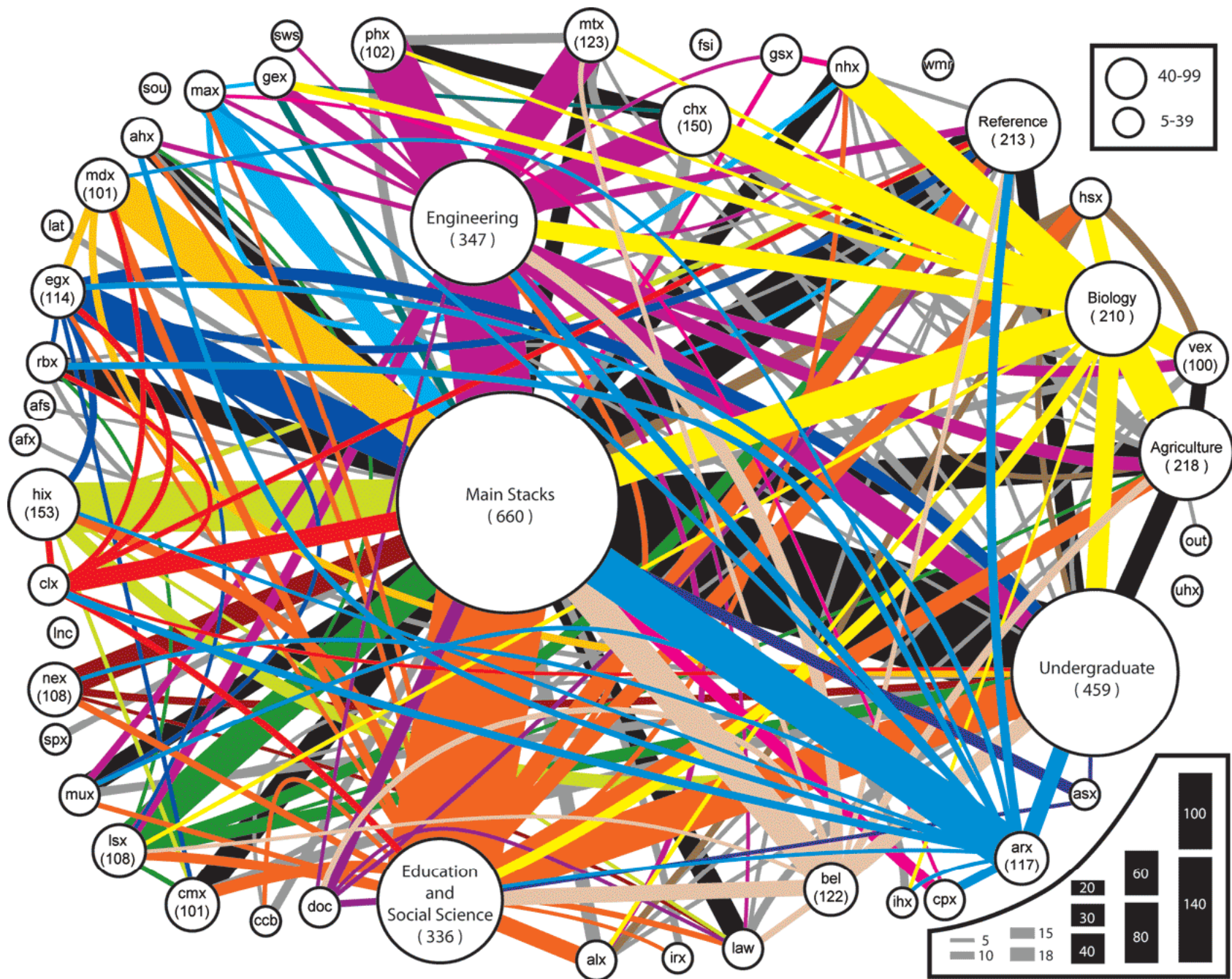
# Updates on specific teams & programs

- Stacks Services
  - Retrospective Reference
  - Circulation Desk Reconfiguration
  - Serials in the Stacks
  - Rare Books/Special Collections in the Stacks
  - Signage and Wayfinding
- Digital Content Lifecycle
  - Inventory of core Library Technology Services, matrix approach to allocating staff time.

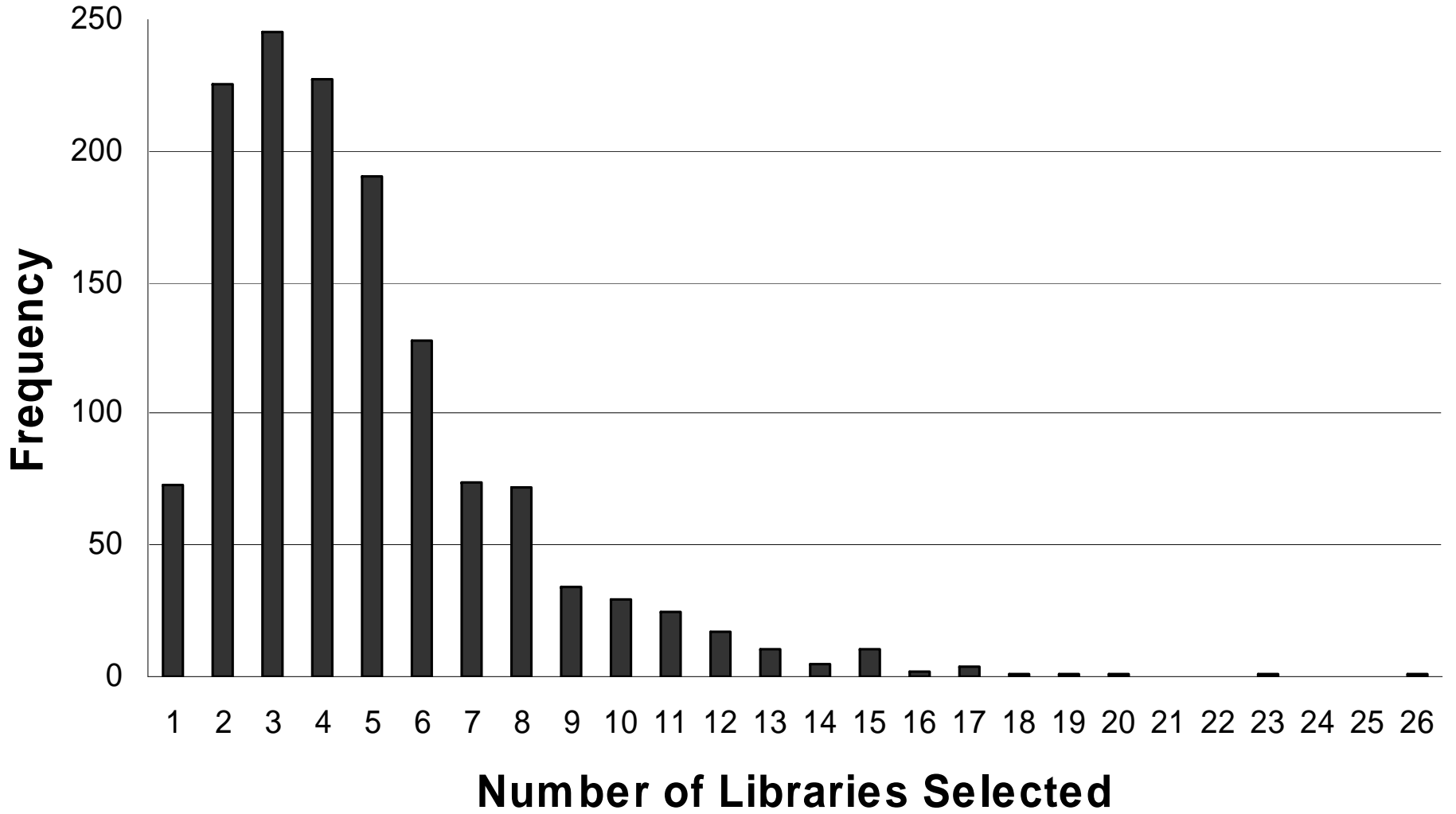


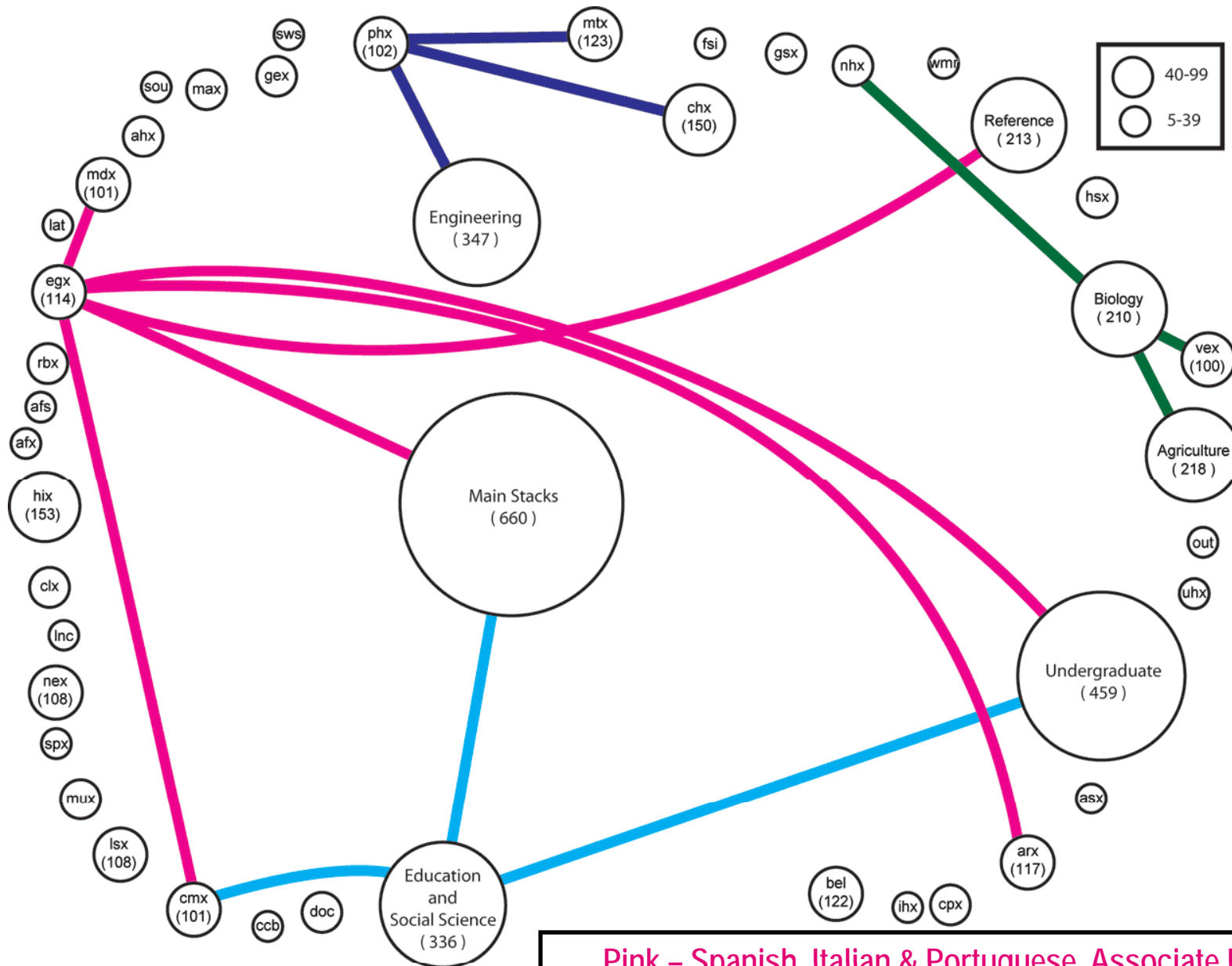
*No library is an island:  
The University Library  
from the user's  
perspective*





**Frequency Hisotgram of Number of Libraries Selected**

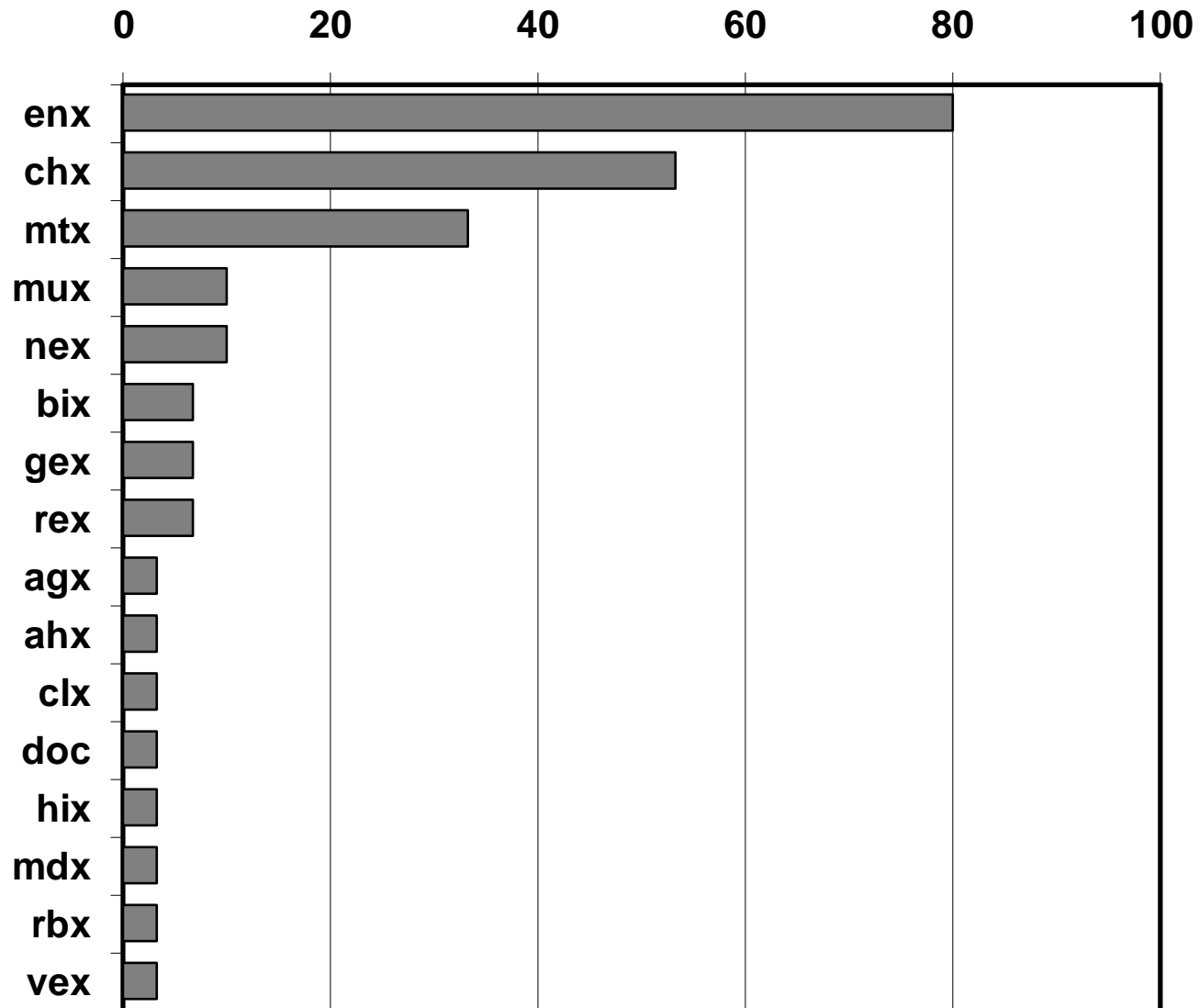




Pink – Spanish, Italian & Portuguese, Associate Professor  
 Indigo - Physics, Professor  
 Green - Agricultural Science (ACES), Academic Professional  
 Light Blue - Cinema Studies, Assistant Professor

# Physics (N=30)

Percent of respondents selecting as a "Primary Library"



# Guiding Principles

- Interdependence
  - There are no islands, we are in this together
- Resilience
  - Flexibility & depth of staffing to cover for vacant faculty positions, for staff to take lunch/vacation
- Deep engagement in research and teaching communities
- Commitment to building strong, responsive collections



*Thanks for your attention...*

*Any questions?*

*Ideas?*

