NSM update

Library Faculty Meeting, 3 February 2010

• Brief overview of what’s happening
• Discussion

For more detail, see the NSM website:

www.library.illinois.edu/nsm/

Minutes, background documents; open meetings notes, etc.
International & Area Studies Implementation Team

Recommendations due March 19

– Currently interviewing all library faculty & staff in related units
– Reviewing charge to see what hasn’t been addressed
– Coming soon: Report on progress to date

Nancy O’Brien, Team Leader
Geology Planning and Implementation Team

- Collections and services to Grainger, Geology Library closes December 2011
  - Geology Librarian offices in NHB and Grainger
  - Geology Virtual Library – robust website
  - Core collection (~30,000 volumes, or 30%) integrated into Grainger. Remainder is being sent to Oak Street
  - Maps are being inventoried, most will go to Oak Street

Tina Chrzastowski, Team Leader
Literatures Planning Team

• Create a “Literatures and Languages Library,” bringing together the English and Modern Languages and Linguistics libraries
  – 225 and 200D Library – “near the Main Stacks and other humanities collections”
  – Reference collections into 200, Main Stacks Reference, and de-duped!

• Kolb Proust not be a part of the new unit

John Wagstaff, Team Leader
Biology Planning Team

• Relocate most of the collection to Funk ACES, Main Stacks, and Oak St, etc.

• Work with School of Life Sciences and others in the redeployment and transition of the vacated space to include:
  – Office for the Biology Librarian
  – Non-circulating course reserve collection
  – Group and individual study space
  – Pick-up and drop off point for library materials

• Partners may provide complementary programming in vacated space (computer labs, instructional space, meeting rooms, etc.)

Greg Youngen, Team Leader

***DRAFT OUT FOR COMMENT***
Health Information Services Planning Team

Enhanced services for “Health and Wellness” in one of the following contexts:

#1: Part of new Social and Behavioral Sciences Library in Main Library;
#2: Part of a new Life Sciences information hub in the Funk ACES Library;
#3: Replaces current AHS Library.

Linda Smith, Team Leader

***DRAFT OUT FOR COMMENT***
Transforming the Librarians’ Library: A case study of evidence-based librarianship
Susan E. Searing, University of Illinois, Urbana-Champaign

New Service Models Program
Creating a more flexible organizational structure for the University Library that recognizes the increasingly interdisciplinary nature of academic inquiry, the critical importance of digital information resources, and the opportunities for collaborative approaches to the provision of library services and collections using information technologies.

Before
- Distributed, departmental libraries since the 19th century.
- A separate LIS Library housed in the Main Library facility, separate from GSLIS.
- Declining on-site library use:
  - Expanding online degree programs.
  - Licensing of e-journals and online reference tools.
  - Electronic course reserves.
  - Delivery of books to campus offices.
  - Email and text chat reference services.
  - Interdisciplinary library use patterns.
  - User frustration.

Transition timeline
Fall 2007: UI Library launched New Service Models program.
Fall 2008: LIS Library users surveyed.
Planning team recommended future location of print collections, development of new services, staffing, etc.
Spring 2008: Print and AV collections assessed and merged into other libraries. Students in independent study course developed prototype website for Virtual LIS Library.
May 2008: LIS Library closed. Party!
Summer 2008: New virtual library design tested and modified. Version 1 launched in late August.
Fall 2008: LIS Students in “Interfaces to Information Systems” critiqued the Virtual Library. Version 2 launched in December.
Spring 2010 and beyond: Developing assessment metrics and methods, in conjunction with other New Service Model programs.

“Are you kidding? How can you have a Library Science program without a LIBRARY? That’s just WRONG!”

After
- Virtual LIS Library:
  - LIS Easy Search (federated search)
  - Improved search and display for new books.
  - New books iPhone app.
  - Expanded topical resource guides, with “suggest a resource” feature.
  - Prominent placement of user-valued services.
  - Human touch:
    - Embedded librarian at LIS building.
    - Online office hours.

“I really have no problem with the elimination/merger of the physical space if it means more online access and more backfiles to LIS journals.”

Evidence for Change
- Campuswide survey of faculty: professors who call the LIS Library their “primary” library have several other “primary” libraries too.
- Campuswide survey of students: multiple libraries are frustrating and inhibit efficient research.
- Hourly head-counts: LIS Library among the least visited on campus.
- Semi-annual reference question count: Steady decline of on-site questions.
- LIS Library user survey, Fall 2008: Library important symbolically but users admit infrequent on-site use. The physical library facilitates browsing and provides a study space. In the virtual realm, access to article databases is most valued by students; the online new books shelf is most valued by faculty.
- Student-initiated “Save the LIS Library” petition: LIS Library is important symbolically to alumni.

Lessons learned
- Evolutionary change feels like sudden change when a library closes.
- Acknowledge feelings of grief, anger, loss, victimization.
- Focus on excitement about the future, real-world applications of library management principles.
- Create opportunities to engage users in the design of new services—open forums, surveys, planning teams, coursework.
- Insist on the continuing importance of support staff even in the absence of a physical library.

“We need to lessen the distance between patrons and library, between research/teaching and resources.”

“I honestly wish I used it more, but I don’t use the physical library much at all. I don’t seem to have a reason to actually go to the physical space.”

www.library.illinois.edu/lsx
Library New Service Models: **Guiding Principles**

- Continuing commitment to building strong, responsive collections
- Deep engagement in research, teaching & learning communities
- Interdependence
  - There are no islands, we are in this together
- Resilience:
  - Flexibility to cover core and emerging areas, staff vacancies (and lunches!) in lean times, adapt to new modes of research, teaching and learning
Charges ready for comment

• Literatures Implementation Team
  http://www.library.uiuc.edu/nsm/news/lit/charge_implement_draft.html

• Reference Services Team

— Comments, volunteers and nominations
  to EC (ec@library.illinois.edu) before Feb 8
Feedback

Feedback on the draft recommendations by 2/5 (Fri):
• Biology (Greg Youngen, Team Leader)
• Health (Linda Smith, Team Leader)

Contact Greg or Linda, or use the Feedback form:
http://www.library.illinois.edu/nsm/

Comments/volunteers on charges:
• Literatures Implementation Team
• Reference Services Team

Discussion: Is there anything else that needs to be taken into account as we move forward in these areas? What are your concerns? What works (and doesn’t work)?