Business Information Service Team: Addendum to the Final Report and Next Steps

After discussing the Business Information Services Team Report (January 4, 2012) and considering the comments received, the University Library Executive Committee met with Becky Smith and Scott Walter on Monday February 6, 2012 to discuss next steps. EC offered some ideas for moving forward that were largely in keeping with the directions suggested by the Team, but in some cases go further than what the Team had proposed. A number of decisions regarding how the new model for Business Information Services will be implemented were made during these discussions, specifically:

- Economics will become part of SSHEL, with Yoo-Seong Song continuing as subject specialist.
- Carissa Phillips, Becky Smith, and Yoo-Seong Song will all have a presence in the Main Library. All business librarians and staff will establish posted office hours in their respective offices in the Main Library and have scheduled shifts on the VR desk in the Main/UGL hub starting fall 2012.
  - Becky Smith will continue to report to Paula Kaufman and be assigned an office, likely on the 4th Floor, for her time in the Main Library. She will also, as outlined in the BIS Report, spend part of her time providing embedded services in Wohlers Hall.
  - Carissa Phillips will be based in the Scholarly Commons with a reporting line to RRSS.
  - Yoo-Seong Song will report to SSHEL. His primary office will continue to be in SLER, with a shared secondary office in SSHEL.
- Carissa Phillips, Becky Smith, and Yoo-Seong Song will continue to work together as the Business Information Team to handle referrals and support business related information services for both the College and the rest of campus, although their job assignments will come through their direct report line.
  - Carissa, Yoo-Seong and Becky will all maintain liaison relationships to specific programs/departments in the College of Business.
- Zoe Revell will work 50% time in Woehlers and 50% time for Beth Woodard in Staff Development & Training. After two years, these assignments will be evaluated to see if they should be continued, or the percent time adjusted.
- Except when they contradict any of the points above, all recommendations made in the BIS Report have been accepted and should be implemented.

The new directions outlined above will require some further discussion and the resolution of specific issues. **EC is therefore asking that the team reconvene to consider the following questions and write a brief report outlining your recommendations due to the University Librarian and Dean of Libraries by March 15, 2012:**

- Decide who will be responsible for supervising and hiring the GAs assigned to Business Information Services
- Assign primary liaison responsibilities to specific programs and user populations in the College of Business.
  - Taking into account their other responsibilities, these assignments should be distributed equitably among Becky, Carissa and Yoo-Seong. Whenever possible, existing relationships should be maintained (e.g., Becky’s relationships with doctoral students and faculty, Yoo-Seong’s with Career Services and Marketing, Carissa’s with Finance, the Marketing Information Lab, and Illinois Business Consulting).
  - While clearly designated liaison relationships are necessary to ensure that all essential programs are covered, help balance workloads and reduce conflict and confusion, in practice these assignments should be flexible enough to allow the continuation of existing individual relationships with specific faculty or courses that may contravene formal assignments.
- Coordinate office hours in the Main Library that will best serve users and ensure staggered coverage throughout the week so that referrals can be handled in a timely and efficient manner.
- Finalize the list of print serials and reference materials that need to be relocated to locations other than Stacks or Oak Street and begin the process of working with other units to identify locations for these collections.
- Working in parallel with the Team, Tom Teper will work with Becky, Yoo-Seong and Nancy O’Brien to divide out the collection line for Economics from the current Business and Economic collections line.

EC thanks the members of the BIS Team for their hard work and continued efforts to make this a successful transition.

Approved by the Executive Committee: February 13, 2012