Business Information Services Implementation Team

This team will create an implementation plan for a new model of service supporting research and learning in business and related disciplines. Rather than being defined as a distinct physical collection and separate space, this new model will be defined by some services that are embedded in the primary departments served and others that are integrated into broader library service programs that provide support for scholars and students throughout campus using business information. Thus, librarians will continue to provide embedded services to the students and faculty in the School of Labor and Employment Relations and the College of Business. As part of the Main/UGL reference hub, Library personnel supporting business and economics will also contribute service hours in person and virtually, cross-train other reference personnel and work collaboratively with Funk-ACES, Grainger and other library programs to support business-related research across campus.

Librarians serving the College of Applied Health Science, the College of Education, geography and the social sciences will be engaged in a parallel process to propose an implementation plan for an integrated library service program in the east wing of the first floor of the Main Library.

Charge

• Define a service profile that would best meet the needs of students and faculty in the College of Business, the Economics Department and the School of Labor and Employment Relations, as well as others involved in research, teaching and learning related to these areas, including Law. This should include the following considerations:
  • How will embedded services fit within the overall service profile and whether existing embedded services should be expanded, relocated, retired or reimagined?
  • What will the instructional program for these areas be and what opportunities are there to develop collaborative approaches to instruction? The Information Literacy Considerations for New Service Model Teams (October 2009) should serve as guide for defining services in this area.
  • The proposed service program should include participation in shared reference services across the library, including:
    o Defining the overarching vision for business reference across hubs, including the relationship and referral paths among the various service points where business, economics, and labor questions are received;
    o Determining the appropriate in-person, virtual, and collaborative business and economics-related reference services to offer across the Main/UGL, ACES, and Grainger reference Hubs, as defined in the Reference Services Implementation Report. This might include providing consultations and access to specialized databases through the Scholarly Commons;
    o Investigating appropriate mechanisms for supporting Economics through both business information services and the new Social Sciences, Health and Education Library, considering print and digital collections, research assistance, instruction and collaborative interdisciplinary support;
    o Promoting and integrating online research guides across service hubs, and developing a cross-training and referral program for relevant reference staff throughout the Library.
Propose a staffing model that includes detailed descriptions of the roles and responsibilities for all librarians and support staff involved in the new model and identifies which staff functions should be relocated elsewhere in the Library.

Work with the Assistant Dean of Library Facilities to determine the optimal location of offices for BEL personnel in the Main Library.

Working collaboratively with colleagues throughout the Library, recommend locations for physical collections, including any remaining print reserves, reference materials and special collections. For special collections, the Team should follow the process laid out in the *Special Collections Guidelines for Library Moves or Closures* and work with the Special Collections Division Coordinator to determine the disposition of administrative records, rare books, and maps.

Collaborate with the NSM Coordinator and the Assistant Dean of Library Facilities and Library Administration to develop timelines and schedules for implementation, including:

- a timeline plan for transferring collections
- a table of staffing and resource needs for each phase in the transition
- a plan for communicating the transition to the new services profile to campus and library constituents.

Recommend a plan for assessing the effectiveness of the new configuration of collections and services.

Provide a report of the Team’s discussions and recommendations to the University Librarian and Dean of Libraries by October 15, 2011.

Membership:

Co-Team Leaders: Becky Smith and Scott Walter (also serving as Administrative Liaison)
Susan Avery, Undergraduate Library
Karen Hogenboom, RRGIS and Scholarly Commons
Carissa Holler, Business and Economics Library
Zoe Revell, Business and Economics Library (staff)
Lisa Romero, Communications Library (liaison to Social Science, Health and Education Team)
Zoe Revell, Business and Economics Library

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