Business Information Services Implementation Team
Meeting Minutes
September 29, 2011

Members present: Scott Walter, co-chair; Becky Smith, co-chair; Yoo-Song Seong; Carissa Phillips; Zoe Revell; Lisa Romero; Karen Hogenboom, recorder.

Others present: David Ward; Nancy O’Brien

1. Q&A with David Ward and Nancy O’Brien

David and Nancy attended as chair of the Reference Services Committee and head of the Social Science Health and Education Library, in order to provide context for the discussions of this team. David summarized the current and upcoming activities in the Main Library/Undergraduate Library hub, including shared graduate assistants between several libraries in the hub and cross-training that is already taking place. The Reference Services Committee is currently discussing the scope of core training, both library-wide and for specific hubs. Around the end of this calendar year, they will discuss staffing options and modes for subject specialists (including Business and Economics specialists) in the Main Library. The subject specialists will not necessarily be working at the Main Library Information Desk, though having librarians and graduate assistants working together at the desk is an important part of mentoring new professionals. Staffing patterns for in-person reference will be set using the READ data that we have been collecting this year. Options for participating in the hub could include training, creating online tools, and office hours. The Reference Services Committee is also planning to discuss referral models in the near future, and the incorporation of most of the subject librarians in the Main Library into the Main/UGL hub is scheduled for Fall 2012.

The team discussed the possible integration of Economics materials and services into SSHEL with Nancy, but Nancy stated and this team’s charge reinforces that the future of services to the Economics department is a decision for this team, which will make a recommendation to the University Librarian. SSHEL needs to know as soon as possible what and how materials will be incorporated into its collections, however, because the library is already full. The Undergraduate Library also has space for business materials that are in scope for its collection, though they would have to be reclassified in LC. The SSHEL implementation report is due on February 15, 2012, several months after this team’s report, so our recommendations could be incorporated in their planning process.

The team discussed the tension between maintaining subject expertise by serving a subject librarian’s primary department and working in a more general reference environment. Team members with subject expertise and general reference experience pointed out the value of some general experience. They feel more familiar with library-wide service issues and use their knowledge of broader library resources and services both to serve their primary users and to create web pages.
that are used by non-specialist library staff to serve patrons with less specialized questions in a subject area. Training of generalists and other specialists is also crucial in this environment.

2. Approval of Minutes

Deferred to next meeting

3. Update on Meeting Schedule

Scott will have Kim reschedule some of our meetings.

4. Progress Report on BEL’s service profile

The BEL librarians and staff are working on a list of services, administrative tasks, and collection maintenance duties, including who performs each and what percentage of their time is devoted to each.

The library is also comparing its holdings in Voyager to the items on its shelves and has found that of the 3000 items listed for BEL Reference Collection in Voyager, only 1500 are on the reference collection shelves in BEL. Many of the “missing” items have gone to Stacks Reference and their locations are being updated in Voyager. So far, 300 monographs have been identified that are unique to the BEL reference collection. Another collection issue is the fiche currently located in BEL: more than 800 fiche items are in Voyager for BEL, and there are more uncataloged fiche in the BEL collection. There is a large amount of additional fiche in the Press Basement that will not be addressed as part of the current collection move.

5. Other business

Scott will have a folder created on the G: drive for team documents. [complete on 10/4/2011]