Present: Lisa Romero (chair), John Hoffman, Bob Morissey, Anke Voss, Jenny Johnson, Karen Hogenboom, Betsy Kruger, Beth Sandore Namachchivaya (administrator liaison)

Guest: Sue Searing, AUL for User Services and NSM Coordinator

1. Introductions and announcements:
   Committee members introduced themselves. Romero noted that the charge, meeting summaries, and other pertinent public information will be posted on the NSM IHLC web page:
   http://www.library.illinois.edu/nsm/ihx

2. Notes: Sandore volunteered to take notes and write the April 3 meeting summary.

3. Review and discussion of charge and related communication from the RBML:
   NSM Coordinator Searing reiterated that the group is a planning team, and is expected to make recommendations for a future IHLC services, collections access, and processing model. The team is not expected to come up with a detailed implementation plan. Romero noted that the group has a substantial amount of work to do in a short period of time. The report is due May 31, 2013.
   The team noted the support and concerns expressed in the earlier memo from the RBML staff, and asked Jenny Johnson, who chairs the Special Collections Division, to schedule a meeting with the Division as a whole in the last week of April to discuss its preliminary findings. The goal of meeting with the Special Collections division is to discuss preliminary findings and to take advice on draft recommendations and questions about the service and collections access and processing model.
   Hoffman was asked if he was involved in drafting the charge, and he provided Tom Teper with input on early drafts of the charge.
   The committee confirmed that the charge seeks to identify ways to support the unit to be an effective public service point for scholars in disciplines that seek access to the Library's rich and unique resources, both collection-based and expert, on Illinois history and Lincoln.
   Morissey asked whether there is any move to break up the collections in IHLC, and the group confirmed that this is not a goal of the charge nor of the planning committee. The group discussed the formats of materials held in IHLC and asked Hoffman about what prompted the unit to make non-circulating the secondary resources (mainly monographs) in the collection. Hoffman indicated that the primary reason these materials were made non-circulating in 1985 was to conform with RBML policy and practice when the IHLC was moved from Archives to RBML space. He noted that he views it as an access advantage to have secondary resources on the shelf so that on-site users of IHLC can consult them conveniently in their research while they are
in the Library. Searing suggested that the group examine Voyager holdings information for these secondary resources to identify whether there are additional copies of these materials at other locations that are circulating, and are available for off-site loan to patrons who want to check these resources out to do their research off-site. There has been some frustration expressed by users in cases where IHLC holds the only copy of a secondary resource, and it cannot be lent. The IHLC practice is not consistent with the circulating status that other Library units typically assign to secondary resources that are not considered to be either rare or unique.

Voss asked whether the IHLC had a mission statement, and the group discussed the fact that while individual Library units do not develop mission statements, it is understood that the mission of IHLC is framed within the mission of the University Library. The group noted that in the case of the IHLC, there is strong emphasis on both the primary Urbana student, faculty and staff access as well as engagement with individual researchers and groups beyond the University, local, state, and national, that are involved in Illinois history, family history, and research on Lincoln.

Romero suggested, and the group agreed, that it would split into two smaller subgroups to examine the two primary areas in its charge:

- **Services**: including reference, user consultations, instruction, public engagement and outreach, tours, web presence.
- **Collections**: including print and digital collections and their processing; access to collections and the systems and methods IHLC uses to make collections accessible.

4. The group turned its attention to the task of gathering background information on the users and uses of the IHLC services and collections, and the acquisition, processing, and access to the collections. Hoffman indicated that the low level of staff support for manuscript processing has precluded the unit from collecting and documenting use and processing activities for some years now. He indicated that he maintains a daily hand-written log of several data points, nor does he summarize usage or unit processing activities in unit annual reports. The group discussed and identified ideas for alternative approaches to characterizing the service and processing activities of IHLC over time. Morrissey suggested that Hoffman provide the committee with any historical reports from the unit that can address the questions of use and collection building over time. Hoffman has requested collection use statistics from the Archon archival finding aid system, but these are not provided by that system. Voyager reports can be generated to provide information on the addition of secondary resources to the collection. Romero and Hoffman agreed to meet with Assessment Coordinator Jen-Chien Yu to get advice on how to develop a reasonable profile of unit activities to support users and collections over time. Searing suggested that as part of its
deliverables, the group identify the data points that ought to be collected in
the unit in the future service model.

5. Meeting schedule:
   a. Subgroups—will meet in IHLC:
      i. Services: including reference, user consultations, instruction,
         public engagement and outreach, tours, web presence:
         Hogenboom (will schedule meetings working with Douglas
         Heintz), Voss, Morrissey (Hoffman and Romero will join)
      ii. Collections: including print and digital collections and their
          processing; access to collections and the systems and methods
          IHLC uses to make collections accessible: Kruger (will
          schedule meetings working with Douglas Heintz), Johnson,
          Sandore (Hoffman and Romero will join)
      iii. Each subgroup agreed to meet twice between twice between
         April 4 and April 21.

6. Week of April 21: meeting of the committee of the whole; The committee
   will meet every other week after April 21 through May 31.

7. Week of April 29: Johnson intends to identify a date for a meeting with the
   Special Collections Division.