Illinois History and Lincoln Collections
New Service Model Planning Team- Services Subgroup

Meeting Minutes
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In order to assess the service and collection needs of IHLC users, the Subgroup discussed the user groups of IHLC and how they use the services and collections. Details are included below.

I. Current user group needs/behavior
   1. Undergraduate students:
      • Are researching a variety of subjects
      • Are usually referred to IHLC by other units or faculty
      • Primarily use the monograph collection
      • Visit the collection in-person, some email inquiries
   2. Faculty:
      • Research a variety of subjects
      • Majority of faculty are from History Dept., Landscape Arch., Journalism, Geological Survey, Arch. Survey
      • Faculty use atlases, maps, manuscripts, Chicago books/materials
      • Visit the collection in-person and contact via email
   3. Graduate Students (Masters and Doctoral):
      • UofI History Dept and other universities (majority from off campus)
      • Use several different parts of the collection (books, journals, manuscripts, etc.)
      • Graduate students are attracted to the collection because of its depth, comprehensiveness. The collection has everything that they need and it is always available (doesn’t circulate)
      • Many doctoral students “camp out” for a month or more to do their research
      • Visit the collection in-person
   4. Local (Champaign-Urbana):
      • Interested in local topics, local history, materials relating to family history
      • Visit the collection in-person
   5. In-state
      • Interested in local preservation issues
      • Most users are general public (very diverse)
   6. Out of state
      • Very diverse user group
   7. Other special collections/archives/libraries
      • IHLC is not contacted by these groups very often

II. Service needs of user groups and possible outreach opportunities
1. Undergraduate students:
   • Need to promote primary resource materials to undergraduate students
   • Need to promote the comprehensiveness of collection to undergraduates
   • Opportunities exist to piggy-back onto other library instruction sessions or resources (LibGuides)

2. Faculty
   • See the depth/comprehensiveness of the collection as a big advantage. Having an exhaustive collection on Lincoln or Illinois is attractive.
   • The knowledge and expertise of the IHLC staff as well as the commitment to service is attractive to faculty. It is also a big plus that the staff and the collection are connected and not physically separate.
   • Non-circulating collection is favorable because the arrangement guarantees that the resources will always be available
   • There needs to be more promotion of the collection to faculty so that more faculty may incorporate the collection in their research and instruction—especially to faculty outside the Dept. of History
   • IHLC needs to contribute more to (already established) LibGuides to promote the value of IHLC’s primary resource materials
   • IHLC needs to promote its collections and services to other UofI librarians, to increase their knowledge of its collections

3. Graduate Students
   • The IHLC collection needs to be promoted to graduate students as a resource for possible dissertation ideas
   • The IHLC staff and collections need to be promoted more to graduate students, especially the comprehensiveness of the IHLC collection and expertise of the staff. Like faculty, graduate students could benefit from the unit’s current service model.