IHLC New Service Model Team
Minutes
May 6, 2013

1. The team discussed the development of a user survey, and decided upon informal phone conversations with specific frequent users of the collection. The team developed a short list of questions to guide these phone discussions.

2. John Hoffmann will compile a list of 10-12 names of frequent users and their contact information from logs kept by the IHLC staff and of authors who acknowledge John and the IHLC in introductions to published books and articles.