

International and Area Studies Implementation Team

Meeting Minutes: November 10, 2009

Present: O'Brien (Chair), Barnes, Cuno, Escobar, Jiang, Koenker, Orta, Sroka, Sullivan

Absent: Oyler, Rudasill, Randolph, Song, Teper, Wei

1. **Minute taker:** Marek Sroka

2. **Discussion of meeting on November 24 (fall break)**

- The Chair asked members to inform their availability for the next meeting of November 24, which is the fall break week.
- The Chair will poll the members who were not present at the meeting to see if they would be available to meet on November 24.

3. **Reports from Working Groups**

a. **Collections and Space (reported by Marek Sroka)**

i. The group discussed the space needed for the library faculty offices and staff areas. The group considered the space currently occupied by the Asian Library as probably the best location for the office space. However, the current Asian Library space would have to be remodeled and refurbished to serve as the future location for the library faculty offices. The group discussed the entrance to the stacks from the Asian Library. A question was raised concerning the security and adequate staffing if the entrance will remain to be open to the faculty and students in the new library. The group also addressed the need for one or two seminar rooms and a group study room in the new library. Those rooms could be located in the current space occupied by the English Library.

ii. A question was raised concerning the kind of reference materials needed in the new library. The group discussed the need for the subject specialists to identify adequate materials for the future reference collections, including online reference tools, electronic back files of print periodicals, and one-time purchases of various electronic resources. A wish list compiled by subject specialists could be a starting point to organize future reference collections of the new library. A concern was raised with regards to adequate space for area studies microfiche collections that

will be housed in the new library. The new library should include microfiche collections that are actively used. Currently neither Africana nor Latin American and Caribbean microfiche collections are housed in those units.

b. Services (reported by IAS Services Working Group)

- i. The group created a survey to investigate the current services offered by different libraries and evaluate opinions from faculty members on current and potential services. The survey was sent out to centers and departments. There was a good initial response and already some emerging trends could be identified. It was clear that one of the main concerns was that the subject specialists continue to be available for consultation. Though there were no really shocking comments or suggestions, the concerns with maintaining existing services was clear. The group will evaluate the results of the survey and report them to the whole team.
- ii. The group will create a survey to evaluate opinions from graduate students on current and potential services.

c. Staffing (minutes submitted by Nancy O'Brien)

- i. Discussion focused on staffing models, training for staff, and library-wide practices, with particular emphasis on reference activities. As the discussion evolved, 13 individuals in the librarian or staff categories were identified as having duties that included reference activities. Some reference support from graduate assistants or graduate hourly positions may also be identified.
- ii. The Chair suggested that she draft a sample schedule for weekly reference hours as a way to show how personnel might be assigned to a schedule each semester. She will work on developing that type of schedule.
- iii. As a way of tracking the types of questions that are handled by the IAS library, the Chair suggested that the Desk Tracker software be used on a regular basis with categories created for each subject area, e.g., Africana, Asian, and so on. The data and reports from that system can later be used as a rationale for increases or reallocation of staffing. Activities that can be routinely undertaken at the reference desk during slow times

include collection development; identification of Web sites to be updated and development of content for existing or new Web sites; and development of content for user aids, such as LibGuides <http://uiuc.libguides.com/> >.

- iv. Due to expressed concern about personnel dividing their time between physical locations in carrying out their assignments, it was suggested that Lynn Wiley (Acquisitions) and Michael Norman (Content Access Management) be invited to attend a meeting of the IAS Implementation Team to discuss how the relocation of Slavic technical services has worked. [It was later decided that Lynn and Michael should only attend a meeting of the IAS Staffing Working Group].

4. Additional communication mechanisms: wiki or blog

- a. All members agreed that the current mechanism for sharing information by e-mail was working fine and that the best communication method was the face-to-face meeting like the bi-weekly IAS meeting.

5. Discussion of next steps and needed information

- a. A question was raised concerning the need for a survey for staffing issues; what else needs to be discussed with regard to a new work environment to make sure that people will fit into the library. A possibility of an external focus group to examine the needs of staff and their concerns was considered.

6. Adjournment (4:30 pm)