

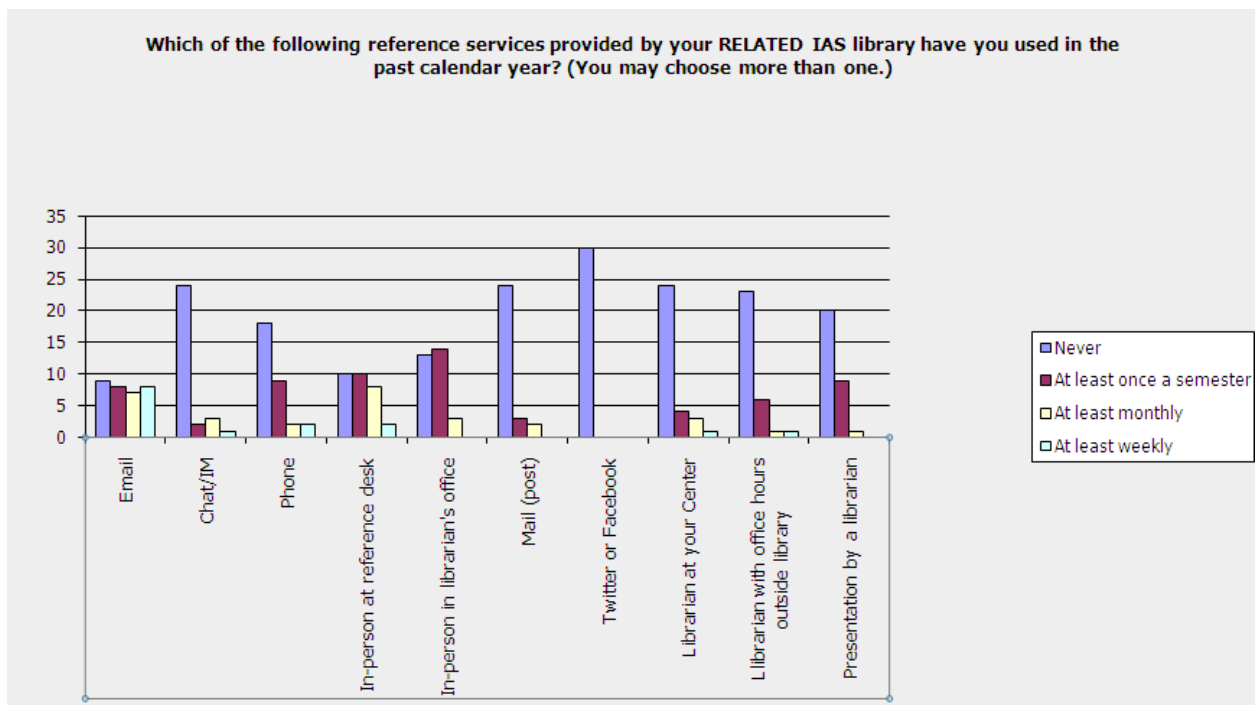
IAS Implementation Team – Services Working Group

Notes – Friday, November 6, 2009

Present: Lynne Rudasill (Convener), Yoo-Seong Song, Kenneth Cuno, Andrew Orta, Helen Sullivan

Absent: Shuyong Jiang, Elizabeth Oyler

1. Assignment of note taker – Helen Sullivan took notes for this meeting
2. Review of faculty services survey. There have already been 32 responses. The survey will be available until next Friday. The rest of the meeting consisted of reviewing the preliminary results of the survey.
3. Questions 1-2 provided a snapshot of current use of reference services of all types: in-person, email, chat, phone, Facebook, Twitter



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. Surprisingly, there did not seem to be a strong sentiment in favor of extending library hours (question #3-4). It is possible that the respondents are simply not thinking beyond the existing

service. This type of response presents challenges when attempting to identify new services and creative uses of the new service point and additional staff.

Questions relating to instruction (#5-7) were poorly answered. This might have been due to the wording, the questions might have been a little unclear. The new unit, with its combined expertise could possibly extend the bibliographic instruction already well-developed for Africana and Slavic to other areas. The latter two have full-blown regionally focused bibliographic courses. These two could be possibly be used as templates for other such courses. Other initiatives that are being developed by the various Centers, such as the assessment tool the European Union is creating, could also be used in the other Centers. The new unit could allow for greater collaboration and organization of resources.

The most heavily used collection services (#8) were requesting a purchase and requesting material be delivered to an office. Some of the options were not clear, in particular RSS and Current Awareness. Only a few suggestions were made (#9-10) regarding additional services or access to the collections.

The overview of electronic resources (#11) showed an unusually high use of electronic reference sources.

Many respondents were unaware of a-v collections in their area centers (#12-13) and a few had used ATLAS and IDEALS (#14).

#15-17 addressed services for visiting scholars. Over 50% were aware that the area centers supported visiting scholars.

The final questions dealt with suggestions for additional services.

4. The responses reflected only faculty use of the library's resources. Generally they appeared satisfied with the status quo, emphasizing the continued support of area specialists in the library. Graduate student comments could be very different. The surprising lack of interest in extended library hours could be the result of habit to some extent. Faculty have learned to work around the existing hours. It does not mean they would not use the library if the hours were available. It was decided that a survey of graduate students should be developed for a more complete picture.
5. The committee will meet on either December 4 or December 11.