Minutes – Services Working Group

International and Area Studies Implementation Team

February 23, 2010

Present:  Shu Yong Jiang, Lynne Rudasill, Yoo-Seong Song, Helen Sullivan

The working group continued to discuss the services that are needed for an effectively functioning IAS unit. In the way of equipment, it was noted the new unit will need a print scanner, a planetary scanner, and copy machines to provide support for the services mentioned in both the faculty and graduate student survey.

We would like to see an expansion of summer workshops in the unit and include professional library development training as well. It was felt that room for visiting scholars would be generally available as it is now.

Work on a web portal can start soonest. An online presence is essential for this proposed new service model.

Reference should be done using a triage model. Users go to a general reference desk, and if the individual staffing the desk does not have the language skills necessary to assist the user, the user would then be referred to an individual, either librarian or staff, who does. The key to this would be training on the various general reference tools available in the new unit. As mentioned in the previous meeting note, reference should be available both synchronously and asynchronously.

In the long term, we would like to see on demand ordering of resources even if they have to be supplied in a digital format. Once the Library receives the requested information in electronic format, the material can be moved into a secure reliable environment (such as IDEALS).

A survey of graduate students associated with the Area Studies Centers has been developed and sent out.