

## **International and Area Studies Implementation Team**

### **Working Group on Staffing**

#### **Summary**

**November 2, 2009**

Present: Nancy O' Brien (Convener and Note-taker), Marek Sroka

1. 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.
2. Nancy 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.
3. As a way of tracking the types of questions that are handled by the IAS library, Nancy 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.
4. 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/> >.
5. Due to expressed concerns 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.
6. The meeting adjourned at noon.
7. Future meeting dates and times (11am-noon, 230B Main Library)  
Monday, November 30, 2009  
Monday, December 7, 2009