

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

### **Working Group on Staffing**

#### **Summary**

**November 30, 2009**

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

1. The group reviewed the current staffing in the IAS units. Discussion then focused on staffing needs within the new IAS Library. Because the IAS Library will not have a circulating collection, staff formerly focused on circulation activities can be reassigned to other units. The IAS Library will emphasize reference and other user services related to the reference, periodical and microform collections, and databases that will be located in that unit or require specialized assistance. While the IAS Library will maintain a periodical collection, check-in and other basic services will occur within Acquisitions by reassigned staff. Other library units such as Interlibrary Loan that previously asked for assistance in-person from the IAS units will be encouraged to email their requests to IAS for translation or verification.
2. Nancy provided a sample schedule for weekly reference hours as a way to show how personnel might be assigned to a schedule each semester. The sample schedule includes weekday hours until 8pm Monday through Thursday; until 6pm on Fridays; and, includes 1-5pm hours on both Saturday and Sunday. These hours reflect perceived user needs for assistance during the evenings and weekend hours. The expectation is that all librarians and designated reference staff in the IAS Library will have scheduled hours at the reference desk for which they will be responsible. It was pointed out that at certain times, such as the summer institute for visiting scholars, reference staffing may need to be increased to be sure that Slavic specialists are available. The institute generally occurs during Summer Term II.
3. Further discussion emphasized the need for reference staff training for a minimal level of reference service; using the Desk Tracker system for keeping statistics and the importance of data for multiple purposes; and, effective referrals.
4. It was also discussed that student assistants paid on an hourly basis will need to be trained to shelve in the Library of Congress (LC) classification scheme. There was some discussion of integrating the South Asian and Middle East collections in the Main Stacks in standard LC sequence. At the current time, the

South Asian and Middle East collections are subdivided into individual sections according to language (e.g., Urdu) but they are not in sequence. This may cause confusion. Each language is arranged within its own call number sequence and because there are several language sequences it can be confusing to shelvees and to users alike, and warrants further discussion.

5. Nancy distributed a discussion document that showed distribution of personnel in IAS units to other library units or splitting time between IAS and other units. This document is for discussion purposes only but was helpful in clarifying the most viable distribution between IAS, CAM, Acquisitions, and Main Stacks. Suggestions for allocation of office space for personnel were also included in the discussion document. Working Group members will review this document for further discussion.
6. Lynn Wiley (Acquisitions) and Michael Norman (Content Access Management) will attend the December 7 meeting of the IAS Working Group on Staffing to discuss how the relocation of Slavic and other technical services staff to their units has worked. A specific concern is how personnel in CAM and Acquisitions handle language-specific material in non-Roman script.
7. Members of the Working Group on Staffing will be asked to suggest questions for a staff survey between now and the December 7 meeting.
8. The meeting adjourned at noon.
9. Future meeting dates and times (11am-noon, 230B Main Library)  
Monday, December 7, 2009