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The Literatures and Languages Library Vision

The Literatures and Languages Library will offer a physical and virtual environment that supports research, teaching, and learning in a variety of disciplines related to the study of English and Western European literatures and languages, comparative literature, cinema studies, linguistics, and translation studies. Subject specialists will maintain close liaison with departments in developing responsive collections, supporting research and teaching, and promoting the library’s collections and services.

The physical library, located in rooms 225 and adjoining periodicals area in the south end of room 200 will provide an inviting atmosphere conducive to research, collaboration, and study. The on-site print collections will be judiciously selected to reflect the needs and preferences of our constituents, and a suite of services will ensure that our users find the information and resources they need. With exhibits, lectures and special events, browsing collections of new books and current issues of periodicals, comfortable spaces for individuals and groups, and extended hours of service, the Literatures and Languages Library will be a locus of intellectual engagement and discovery, and a “destination location” for researchers and users from both the local community and visitors from other institutions as well.

The physical library will be complemented by a robust virtual library presence that facilitates remote use. Librarians will invest in digital collections where appropriate and utilize new technologies to assist, instruct, and communicate with off-site users. Because our constituents pursue significant interdisciplinary activity, we will welcome opportunities to develop new and innovative ways to meet the needs of wide-reaching, multi-disciplinary research. In collaborative partnerships with our colleagues from the library and across campus, we will ensure that our constituents benefit from the full range of the library’s and the university’s many rich resources.

Background

In fall 2009, a planning team composed of Library faculty and staff from an array of Library units directly involved in providing services in support of literatures, linguistics and the languages of Western Europe and their diasporas was convened to continue earlier discussions about how to best support these areas. The Team agreed that a new library unit, “The Literatures and Languages Library,” would bring together the collections and services currently provided by English and Modern Languages and Linguistics libraries and should be “established on the 2nd floor, near the Main Stacks and other humanities collections. On December 22, 2009, the planning team submitted its final report, which was posted on the New Service Model Web site: http://www.library.illinois.edu/nsm/lit/planning_team/LLTA_Report.pdf

The report, among other things, recognized that “scholars in the areas served by [the English Library and the Modern Languages and Linguistics Library] share many common approaches and use many of the same resources. Uniting the collections of the two libraries would facilitate many scholars’ research.” The report recommended that “a merger of the English and Modern Languages and Linguistics units should be implemented in such a way as to increase services and improve collections and accessibility,” specifically by offering the opportunity to provide more robust services, longer hours and time-saving research options for patrons.

In spring 2010, the Literatures and Languages Implementation Team began to develop a service profile, a remodeling and space plan, and an implementation timeline for the proposed new unit. The Team’s charge was posted on the New Service Model Web site: http://www.library.illinois.edu/nsm/lit/Lit_Implementation_Charge.pdf The Team was specifically charged with identifying opportunities for the development of new initiatives and for the expansion of services currently offered by English and Modern Languages and Linguistics libraries. The Team was
also asked to develop plans to best utilize the existing space in rooms 225 and 200D and develop a model for the staffing and organizational structure of the new unit. The Team completed its work in July 2010 with the submission of a revised implementation report.

**Operational Recommendations for the Literatures and Languages Library**

**Services**

**Public Services**

The Literature and Languages Library will offer a wide array of public services in the areas of reference, instruction, and outreach. The merging of English Library and the Modern Languages and Linguistics Library into a single unit dedicated to the research and teaching of literature, language and linguistics will allow librarians and professional staff in the new unit to not only continue their rich traditions of services, but also to develop new ones.

**Reference:** The Literatures and Languages Library will offer reference services in all subject areas covered by the new unit. The reference model that may be most suitable for the new unit will be the consultation model, which is currently under development by the Reference Services NSM Team. In this model, librarians and professional staff will provide research consultations to patrons through various means: in-person consultations, email correspondence, electronic chat/IM or over the telephone. Neither the English Library nor the Modern Languages and Linguistics Library have traditionally experienced a heavy or even moderate flow of patrons demanding reference services. Thus assigning librarians and professional staff to hours on a reference desk in the unit is not warranted, but the subject specialists will likely participate in Librarywide reference services through chat or desk hours as envisioned in the service model being developed by the Reference Service Team. The circulation desk at the Literatures and Languages Library will be an entry service point for walk-in patrons, as well as provide assistance to those seeking basic help with library resources (i.e., patrons who are searching for known items or using the catalog).

**Reference collection:** The new unit will have a small readyreference collection located in room 225. Most of the new unit’s reference materials will be interfiled with other reference materials in the main reference reading room, which will be adjacent to the new unit in room 200.

**Coverage of reference:** Librarians and professional staff in the Literatures and Languages Library will be expected to answer basic and entry level questions in all subjects covered by the unit when the specific subject specialist is not available. Patrons needing assistance with in-depth research will be referred to the appropriate subject specialist. Cross-training will be provided for all librarians and staff, and will be a cornerstone of the Literatures and Languages Library public service. Graduate Assistants will participate in reference at all levels and with the assistance of subject specialist if needed. Staff will provide basic assistance with reference questions.

**Virtual reference:** More and more reference questions are submitted by patrons through electronic chat/IM. Thus librarians and professional staff in the unit will be expected to participate in the Library’s virtual reference service utilizing IM Collaborator.

**Library webpage:** A robust web portal will be crucial to the public services portfolio of the new unit. This portal will not only bring together the existing wealth of information on the English Library and the Modern Languages and Linguistics Library’s web pages, but also will develop reference and instructional guides for primary subject areas. (Also see section on digital services).
**Instruction:** Library instruction to the Department of English and the School of Literatures, Cultures and Linguistics has long been important public services of the English Library and the Modern Languages and Linguistics Library, and will continue in the new unit. The collaborative efforts of librarians dedicated to literature, languages and linguistics will enable the development of a library instruction program that includes general research instruction and more specialized offerings. For example, the new unit might develop instructional modules for basic research in different types of literatures and languages. In creating these modules, librarians and professional staff may work with other units in the Library that serve related subject areas, such as the Area and International Studies Library. Instruction will include work realted to digital humanities and scholarly communications, as described below.

**Location of instruction:** The new unit will have a space for instruction immediately adjacent to the unit and will also use other instructional classrooms located in the Main Library.

**Instructional Guides:** A suite of online guides and video tutorials created using software such as Camtasia will be developed to facilitate instruction and promote library resources to off-site users.

**Outreach:** Outreach to the campus and local community has been a vital part of the English Library and the Modern Languages and Linguistics Library, and will continue to be a key aspect of the new unit. Outreach to the campus community could take several forms: Librarians may undertake initiatives such as:

- Work closely with faculty and students to ensure quality services in reference, instruction, and collection development/management;
- Attend departmental meetings, events and receptions to learn about new directions in scholarship and teaching;
- Set up conduits of communication to patrons for announcing new services and materials, such as through departmental listservs, newsletters, and social networking sites;
- Hold receptions in the library or in the departments (for instance, a fall reception at the Literatures and Languages Library);
- Schedule regular office hours in departmental spaces.

The new unit will also develop initiatives with other Library units with related interests, such as the Rare Book and Manuscript Library and the International and Area Studies Library. Outreach to the local community might include: author readings, film nights, scholarly presentations, and school tours.

**Digital Services**

The Literatures and Languages Library will support digital services for patrons and researchers in the humanities through limited in-house services and collaborations with other units: The library will have a digital humanities subject specialist who will work with scholars on digital humanities research, provide guidance to finding resources for their projects, and assist scholars with the tools and software for project work such as text encoding and image digitization. In addition to basic equipment such as a scanner and public workstations, the Library may also house a workstation with the research intensive profile currently being considered for wider deployment by Library IT. This workstation would support textual analysis and digital libraries projects as well as allowing multimedia consultation like that which Bob Cagle now does out of his office. High quality digital scanners and microfilm readers will be housed nearby in room 200 and the History, Philosophy, and Newspaper Library.

The digital humanities liaison and subject specialists in the unit will also connect scholars to people and research resources at other University research units such as the Illinois Informatics Institute, the
Scholarly Commons, NCSA, and Institute for Computing in Humanities, Arts, and Social Science (I-CHASS). Subject specialists in the unit may be affiliated with the Scholarly Commons and participate in services provided by the latter, as well as working with Scholarly Commons partners in providing consultations with faculty. The Library may also host workshops in conjunction with these organizations, and these workshops could cover topics on digital humanities tools, research strategies, and project management.

Another aspect of digital services is the Literatures and Languages Library’s online presence: The Library will maintain an up-to-date website that is an appealing, easily accessible, and navigable web portal to research resources in the humanities. The website will include, among other things, a virtual New Books Shelf (similar to the ones maintained by Library and Information Science Library and Modern Languages), indexed lists of online resources for humanities research, LibGuides for a variety of broad and specialized research topics in literatures and languages, and Camtasia video tutorials on using library resources. The website will also offer access to the Library’s virtual reference service of electronic chat, which librarians will staff using IM Collaborator. Digital services at the Literatures and Languages Library may take a variety of forms beyond these initial possibilities, and the professional staff will strive to remain up-to-date and aware of patrons’ needs and how the Library can best serve them.

Collections

General principles
The collections related to Literatures and Languages will encompass, as they have in the past, a core working collection of materials located in the Literatures and Languages Library, as well as materials housed in other locations including the Main Stacks, the Reference and Reading Room (200 Library) and Oak Street. In addition, the collections include online resources licensed by the Library, such as Eighteenth Century Collections Online. All of these collections will be developed holistically, with a goal of providing faculty and students the most appropriate and convenient means of access possible, and managed in cooperation with subject specialists and collections managers with overlapping areas of interest.

The Literatures and Languages Library will open onto Room 200, the grand Reading Room which houses the main Reference collection. Many of the reference sources currently located in 200 complement, extend, or, in some cases, duplicate materials currently held in the English and Modern Languages reference collections. Bringing these reference materials together, in a location mediated by the Literatures and Languages service point at the threshold between Room 200 and 225, will allow researchers and librarians to have access to the full scope of the available reference materials whenever the Main Library building is open. A core collection of basic reference materials, including a selection of standard language dictionaries, will be located on dictionary stands in 225 as well as a small number of narrowly focused materials that need to be used alongside the circulating collection.

The working collection of circulating books and monographs to be housed in 225 will be in close proximity to the Main Stacks, allowing easy access to the vast collections in the Main Stacks that support and supplement the materials in the located unit. The Literatures and Languages onsite collection will serve primarily as an entry point for students and faculty. Accordingly, the onsite collection will include sources that help orient scholars to a body of work (e.g., The Cambridge Companion to German Romanticism), heavily used materials relevant to the curriculum of the department served, standard editions of collected works, and a selection of new books and monographs. The idea is to build a browsing collection that will be a starting point for basic scholarship for established researchers, provide new (or potential) scholars a broad overview, and inspire new connections. This complements the vast collections in the Stacks, which support focused, in-depth research.
A browsable collection of current, unbound issues of print periodicals will be housed in the south end of Room 200, along with comfy chairs, large library tables, and ample outlets. With a handful of exceptions for core journals with incomplete online content, which may be important to keep in the Literatures and Languages Library, bound volumes will be sent to Main Stacks (if there is no dependable online backfile) or to Oak Street (if backfiles are available online). This is in keeping with preferences expressed in the survey conducted by the Literatures Planning Team in Fall 2009 which indicated that almost 80% of those responding preferred to access back issues of journals online and more than 70% preferred to use current journals online, as opposed to browsing the print.

Physical New Book Shelf?
After discussion of the advantages (creating an inviting atmosphere for browsing and discovery, supporting a highly valued service about which the user community has strong feeling) and disadvantages (cost in staff time for processing and decision-making, the availability of virtual new book shelves, lack of representation of related materials shelved in other locations), the Team decided that a physical new book shelf should be maintained in the Literatures and Languages Library. It is hoped that the new unit will attract substantially more foot traffic and become a gathering place, and new book displays could be an attractive and inviting component of the new unit. Currently, English and Modern Languages Library policies for new books differ (English restricts access to the campus communities, while Modern Languages can be requested by other I-Share Libraries) and these will be reviewed and adjusted during the planning for the new unit.

CD-ROMs
English is verifying that all their CD-ROMs have been superseded by online resources, but the Modern Languages CDs are unique. The team recommends that we maintain a CD-ROM station for the time being, but continue to seek online access whenever possible. We recognize that at some point, as the computers with CD-ROM drives go out of service, that this is going to be increasingly difficult to maintain as a dependable means of access and alternatives should be sought as quickly as possible.

Staffing
Faculty and Staff
The personnel of the Literatures and Languages Library shall consist of:

- **Unit Head**
  *Duties:* This position will likely be held by a tenured librarian who already is a member of the professional staff in the future Literatures and Languages Library. The head librarian will serve as the administrative liaison for the unit; oversee daily operations for the unit; and provide leadership for the successful integration of personnel and core activities supporting public services in the new unit (appendix 3).

- **Three (3) full-time librarians or specialists:**
  *Duties:* Will serve as subject specialists for the areas of English and Digital Humanities, Cinema Studies and Comparative Literature, and Germanic Languages and Linguistics. These 3 full-time specialists consist of Harriett Green, Robert Cagle, and Janice Pilch, respectively. They would be involved in collection development and management, reference and instruction, and other unit-wide initiatives. They would have office space in the new unit and be available for reference.
• Two (2) librarians will divide their time between the Literatures and Languages Library and another unit:
  Duties: They will serve as subject specialists for French, Translation Studies and Spanish, Italian, and Portuguese, and would be Caroline Szylowicz and Paula Carns respectively. They will be actively involved in collection development and management, reference and instruction, and all other unit-wide initiatives. They will attend all unit meetings and be in the unit weekly. These specialists will have offices elsewhere and may have laptops and docking stations for their work, but they will still need a space for research consultations.

• For further information, see the planning team’s recommendations to maintain subject expertise and Caroline Szylowicz’s report on the Kolb-Proust Archive that recommended the Kolb-Proust Librarian and French specialist would divide her time between the Archive and the new unit.

• One (1) library support staff:
  Duties: The support staff member will cover office manager responsibilities, manage the circulation desk, fill call slips, supervise student workers, and fulfill other collection management duties as needed (appendix 4).

• Two (2) graduate assistants:
  Duties: These graduate assistants will be available across the unit, and not necessarily constrained to a specific language/specialist area. Their duties will include providing reference (in-person and virtual), assisting librarians and specialists with collection development and instruction, web development, and providing reference in the evenings.

• Student workers: The current student worker budgets for the English Library and Modern Languages and Linguistics are $8,774 for each library. Within these budgets, the English Library employs 5 student workers and 1 substitute worker who work a total of 38.5 hours, with 16.5 of those hours subsidized by Work-Study. The Modern Languages and Linguistics Library employs 0.69 FTE student workers. The new budget anticipates that $8,774 would be enough to cover all student workers in the new unit (especially if a number of Work-Study students are hired), thus reducing costs by half. Additional funds will be required if circulation is to be coordinated with Reference Room hours (see below).

Space

The Literatures and Languages Library will be located in room 225 and the adjacent room 200D on the second floor of the Main Library. Room 225 will house a circulating collection, small core reference collections, adequate office spaces for faculty and staff, and group study/collaborative space for users. In order to provide adequate collaborative and quiet study spaces in the new unit, the circulating and reference collections to be transferred to 225 will have to be assessed and reviewed for determination of the most appropriate location in the unit, the Main stacks, Retrospective Reference, or Main Reference (appendix 1 and 2). 200D will house a display of current unbound periodicals with some bound volumes. The room will also have a quiet study space. The current door from room 225 to the corridor will become a fire exit. The entrance to the Literatures and Languages Library will be through room 200 (the main reference room). A service/circulation desk will be located near the entrance to 225 (appendix 5).

Alternate recommendation

Combine the new unit’s circulation function with a central reference/information desk that can be moved to a central location in room 200 (the main reference room). It would allow for longer circulating hours of the Literatures and Languages Library and longer hours in which expert staff would be available to assist scholars and students.
Implementation Plan

Below is a proposed series of steps to create the Literatures and Languages Library in terms of both organization and facilities. We anticipate that it will take one year for full implementation of the organizational and facilities changes to occur. Steps are listed in sequential order. Appendix 6 lists these recommendations in tabular form with some estimated costs and a timeline for implementation.

Organizational:
- Appoint Literatures and Languages Library Head to lead the implementation process for a three year term;
- Develop Literatures and Languages Library Web site to develop new identity, while retaining links to existing collections and services.

Facilities:
- Vacate the whole room 225 to allow for its complete renovation (Slavic Reference Service will be moved to a temporary location in the south end of 200 upon the completion of the Summer Research Lab).
- Renovate room 225 staring with the back of the room.
- Relocate government documents collections in front of 200 to the opposite (north) end of room 200.
- Install a service/circulation desk in 225, near entrance.
- Build office facilities for Literatures and Languages Library personnel in 225.
- Install shelving for Literatures and Languages Library circulating [and small reference collections] in 225.
- Reconfigure the current door from room 225 to the corridor into a fire exit.
- Move and integrate the collections of the English Library and the Modern Languages and Linguistics Library into room 225.
- Relocate Slavic Reference Service from its temporary location in 200D to room 321.
- Organize space for periodicals and quiet study area in south end of 200.

Collections:
- Interfile the English and Modern Languages reference collections with the reference materials currently located in 200, except for duplicate volumes that will be transferred to Oak Street and a very small number of basic reference materials that will be transferred to 225.
- Identify titles from the English and Modern Languages circulating collections to be transferred to Main Stacks or Oak Street, as well as materials to be transferred from Main Stacks to Oak Street to make room for materials transferred in to Main Stacks, using the criteria for fore determining the location of materials in Appendix 2.

Assessment Plan

This new unit is being created with a goal of becoming a destination location for students and scholars in the humanities, facilitating access to core research materials that provide an entry point to the vast scholarly literature in the disciplines served, and connecting scholars and students to library professionals with deep domain expertise. In order to gauge our success in meeting those goals, we have defined specific outcomes and indicators that will be tracked at least annually in conjunction with the unit annual report cycle. These indicators will help demonstrate successes, as well as point to areas that need to be reconsidered or adjusted.
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<th>Desired Outcome</th>
<th>Indicator</th>
<th>Data Source</th>
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<tr>
<td>Provide an inviting atmosphere conducive to research, collaboration and study; become a destination locations for humanities scholars and students</td>
<td>1) Increased gate count</td>
<td>1) Gatecount in G:Statistics (baseline: combined gate count for English and Modern Languages in FY2010)</td>
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<td></td>
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<td>Focus group or survey of targeted departments</td>
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<td></td>
<td>2) More tours/group visits (classes, visiting scholars, Mortenson Associates)</td>
<td>2) Instruction Statistics database (baseline: combined tours held in English and Modern Languages in FY2010)</td>
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<td></td>
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<td>3) Ratio of “Call Slips” to “CircStatsPermNoRes” in G:Statistics\Circulation (baseline: 35%call slips:65%circulation at desk for both English and MDL in 2009)</td>
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<td>Onsite collection serves as an entry point to the study of western european languages and literatures and supports local curriculum.</td>
<td>Higher rate of circulation per circulating item</td>
<td>Voyager report (baseline: Oct 2009 14.9% of circulating items in English Library and 11/7% in MDL charged out)</td>
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<td>Collection attuned to curriculum</td>
<td>Review MA and PhD reading lists, required readings for courses, course catalog</td>
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<td>Bringing together subject specialists in related areas creates opportunities for synergies, as well as specialization</td>
<td>1) Higher proportion of reference interactions involving multiple experts, inside and outside the unit</td>
<td>1) Desktracker notes field or new custom field (baseline: will start after unit opens)</td>
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<td></td>
<td>2) Follow-up questionnaire/self-reporting by subjects specialists</td>
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<tr>
<td></td>
<td>2) More collaboration on projects</td>
<td>3) Follow-up questionnaire/self-reporting by subjects specialists</td>
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<tr>
<td></td>
<td>3) Subject specialists become local experts in functional areas</td>
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<tr>
<td>With just one unit to run and duties shared among larger pool of professional staff, subject specialists will have more time to engage with the departments and programs they serve.</td>
<td>1) More participation by subject specialists in brownbag lectures and other departmental activities</td>
<td>1) Desktracker Liaison/Embedded form (baseline: will start after unit opens)</td>
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<tr>
<td></td>
<td></td>
<td>2) Instruction Statistics database</td>
</tr>
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<td></td>
<td>2) More course-integrated instructional sessions</td>
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Implementation Team Members

Library Faculty and Academic Professionals (AP):

- Marek Sroka, Acting Head of English Library (Team Leader)
- Robert Cagle (AP), Cinema Studies and Comparative Literatures
- Paula Carns, Spanish, Italian and Portuguese Librarian
- Harriett Green, English and Digital Humanities Librarian
- Jo Kibbee, Acting French Librarian; Reference, Research and Government Information Services
- Bruce Swann, Classics Library; Acting Head of Modern Languages and Linguistics
- JoAnn Jacoby, Coordinator, New Service Model Programs (Administrative Liaison)

Faculty from outside the Library:

- Dara Goldman, Associate Professor of Spanish; Center for Global Studies; Center for Latin American and Caribbean Studies; Gender and Women's Studies; Latina/Latino Studies; Unit for Criticism and Interpretive Theory
- Renée R. Trilling, Assistant Professor of English, Comparative and World Literature, Criticism and Interpretive Theory, and Medieval Studies

Staff:

- Tony Hynes, Modern Languages and Linguistics Library

(Robert Cagle, Dara Goldman, JoAnn Jacoby and Bruce Swann also served on the Literatures and Languages Planning Team in Fall 2009)
Appendices:

Appendix 1. Linear feet required for collections in 225 and 200D

Shelf space for English circulating collection: 1,900 linear feet (approximately 80% of the current shelving space). The remaining 20% will be transferred to Stacks or Oak Street.

Shelf space for Modern Languages and Linguistics circulating collection: 1,000 linear feet (approximately 70% of the current shelving space). The remaining 30% will be transferred to Stacks or Oak Street.

Total shelf space for circulating collection in 225: 2,900 linear feet.

Shelf space for English and Modern Languages reference collections in 225: 260 linear feet (approximately 20% of the current shelving space for combined English and Modern Languages reference collections). The remaining 80% will be interfiled with other reference materials in room 200, transferred to Oak Street, or transferred to STX Reference.

Shelf space for English and Modern Languages periodicals collection in 200D: 1,200 linear feet (approximately 80% of the current shelving space for combined English and Modern Languages periodicals collection).
Appendix 2. General guidelines for determining the location of materials

The circulating collection of the new unit will include those works that serve as entry point to the study of our disciplinary areas for students and faculty, such as handbooks and surveys of periods, genres, movements, etc. The emphasis on the collection will be on titles that support the research interests of the faculty and grad students, the MA reading lists, and foundational literature on topics covered in the curriculum. The circulating collection will also include seminal, canonic texts in fiction and criticism, as well as sub-collections of major literary figures that will serve as gateways to literary studies of a particular author. The advanced critical works in the circulating and reference collection may require some type of direction from subject specialists making it also a “working” collection. The periodicals collection in the new unit will have current unbound issues of journals and some bound volumes of core titles that are not available online. Some periodicals will be made available in electronic only format as patron use and availability warrant.

Monographs (circulating collection):
Materials retained in the collection will include:
- One copy each of critical editions and one copy each of definitive collections by single authors
- Core scholarly works that provide solid overviews of literary eras, genres, oeuvres, etc.
- Core and advanced works of criticism
- A selection of new books in the field to be held on a New Books Shelf
- Facsimile sets (includes Early English Manuscripts and English Text Society)

Materials that will be possibly transferred:
- Second copies: Transferred to Stacks or (if low use) withdrawn unless copy has artifactual value, in which case it will be transferred to Rare Books-Oak Street (RBOS)Low-circulating materials (not circulated since 2001, but also contingent on content): To Stacks or Oak Street
- Selected popular fiction and poetry: To Undergraduate, Stacks, or Oak Street
- Selected facsimile sets (newer condition and well cataloged, but in need of ensuring future preservation): To Oak Street, will be available for ready circulation
- General works of criticism (contingent on content and circulation): To Stacks
- Pocket dictionaries: Oak Street
- Large bibliographic sets, particularly those that have ceased: Stacks Reference

Reference:
- The unit itself will retain small collection of unique reference tools for literary research—they may include catalogues, indexes, and bibliographies and ready-reference books (dictionaries, style manuals) for quick consultation.
- A selection of narrowly focused bibliographies, concordances, encyclopedias, and indexes will be released to the circulating collection of the Literatures and Languages Library.

Materials that will be transferred:
- Lengthy multi-volume bibliographies and catalogs: To Stacks Reference
- Volumes with duplicates in Main Reference, Main Stacks, and/or other units: To Oak Street or Withdrawn (if more than 2 copies are held)
- Entry-level reference volumes: To Undergraduate
- All other reference materials: To Main Reference Reading Room (which is adjacent to the new unit’s future location of 225) or Oak Street
Serials:

Materials retained in the collection will include:
- Current unbound issues
- Most bound volumes currently in the periodicals room, except for back files of journals available online (these will be transferred to Oak Street or withdrawn (if held elsewhere or already in Oak Street))

Materials that will be transferred:
- Small selection of bound volumes for lower-tier newsletters and journals: To Oak Street
- Back issues of most serials available online: To Oak Street or Withdrawn (if held elsewhere or already in Oak Street)

Criteria for works to be sent to Oak Street

1. Works dating before 1950 that have circulated 10 times or fewer.
2. Works dating from 1950-1979 that have circulated 5 times or fewer with the exception of multi-volume dictionaries, which should stay in Stacks.
3. Single volume mono-, bi- and multi-lingual dictionaries 10 years or more old.
4. Language-learning materials dating 20 years or more old, such as textbooks, grammars, verb lists and workbooks.
5. Serial runs in JSTOR and other reliable digital archives.
6. Duplications unless frequently circulating.
7. Earlier editions of little circulating materials.

What remains in Stacks:

1. Books dating before 1980 that have circulated more than 10 times
2. Books dating after 1980 or better books dating from the last 30 years (this number could be adjusted)
3. Single-volume bi- and monolingual dictionaries that are less than 10 years old
4. Multivolume dictionaries

Translation Studies

As a dynamic, newly created unit on campus, the Translation Studies collection should have a physical presence in the Literatures and Languages Library. Depending on staff time available for processing and transfer, titles that have been acquired in the past year can serve as the core collection, to which will be added new books relating to the practice and theory of translation (not a collection of books in translation).
Appendix 3. Position description for Literatures and Languages Library Head

Head, Literatures and Languages Library
University of Illinois Library at Urbana-Champaign

Position Available: August 16, 2010. This is a limited-term, three year 100% time, twelve-month, faculty appointment.

Duties and Responsibilities: Reporting to the University Librarian, the Head of the Literatures and Languages Library will provide leadership for and supervision of library services to students, faculty, and other scholars using resources in the humanities, literatures, and linguistics. The successful candidate will:

• Oversee and prioritize the daily operation of the library, including reference service, collection development and management, outreach, instruction, and support for digital scholarship;
• Provide leadership for the successful integration of Literatures and Languages Library personnel and core activities supporting public services into the new service model proposed by the Literatures and Languages Implementation Team;
• Collaborate collegially and cooperatively with other personnel in the Literatures and Languages Library, other unit heads, the Associate University Librarian for Services, and the Associate University Librarian for Collections;
• Communicate with campus constituent groups such as English Department, French Department, Germanic Department, Linguistics Department, and Spanish, Portuguese, and Italian Department
• Evaluate/coach/mentor personnel;
• Direct the selection, training, evaluation, and deployment of support staff members and graduate assistants/hourly staff in Literatures and Languages Library;
• Serve as primary supervisor for the Literatures and Languages Library, including circulation desk, instruction, liaison work and all reference programs;
• Prepare regular and on-demand reports for the Literatures and Languages Library, including but not limited to strategic plans, annual goals, and annual reports;
• Provide collection development, reference service, and bibliographic instruction for the Literatures and Languages Library;
• Coordinate web site management, digital projects, development and management of additional collections, specific library programs and operations,
• Perform other related duties as assigned.

Qualifications:

Required:
• ALA-accredited Master’s degree in Library and/or Information Science
• Team-leadership skills and ability to work collaboratively
• Management and supervisory experience in a research library environment
• Flexibility and ability to thrive in a complex, changing environment with competing demands
• Experience providing research services and collection development in an academic environment
• Demonstrated commitment to mentoring and training
• Demonstrated knowledge of current and emerging trends in academic library services and resources

Preferred:
• Knowledge of one or more non-English languages
• Master’s degree in Western European literature, linguistics, or related field
Appendix 4. Position description for Literatures and Languages Library staff member

Date: 
Position Number: 

Civil Service Number:  
Incumbent:  
Department: University of Illinois Library  

Administrative Unit: Literatures and Languages Library  

Present Classification: Senior Library Specialist

Reason for Position Description (please check one):

□ New position  □ Fill Vacancy  □ Audit ☑ Update  Other

FUNCTION:

Primary responsibilities of this position are information services, acquisitions, collection management and maintenance, bibliographic record management, computer and information technology services, and administrative coordination of unit operations under the general direction of the Head of the Literatures and Languages Library. In addition, the position has a leadership component that involves training and Library committee work.

ORGANIZATIONAL RELATIONSHIP:

Supervisor’s Supervisor: Paula Kaufman  
Supervisor: Literatures and Languages Unit Head  

Others who report to same Supervisor:  

Persons who report to the Incumbent:  

DUTIES AND RESPONSIBILITIES – 100%:  

I. Technical Services

Collection Management

1. Supervises and/or processes incoming new serials and newspapers in all Western European languages.  
2. Maintains holdings records for serial publications and works with Acquisitions and CAM to keep the bibliographic and holdings records current and accurate.  
3. Identifies, evaluates, and submits claims for monographic orders.  
4. Suggests new materials to be ordered based on knowledge of the collections, consultation of bibliographic sources, and observed user needs.  
5. Serves as the Library staff liaison with faculty and students on the status of library materials.  
6. Searches OCLC and other bibliographic sources to ascertain title changes and cessation of serials in all Western European languages.
7. Assesses and prepares recently received materials from Cataloging that have selector or user-requested notifications, and those for the Reference collections.

8. Oversees, advises on, develops, and maintains the Reference collections.

9. Supervises and/or searches for materials not on the shelves and orders any needed replacements.

10. Assesses gift books for appropriateness for the Library’s collections with subject specialists.

**Acquisitions**

1. Supports the fund managers’ acquisition of materials through the creation, editing, and maintenance of documentation and computer files relating to the funds’ budgets.

2. Using extensive knowledge of the bibliographic databases conducts searches for requested materials in French, German, and the Scandinavian languages using a wide range of bibliographic tools (Voyager, OCLC, domestic and international library catalogs), books in print sources (domestic and international), and publishers’ material (print and online), to determine author and title information, publication data, availability, and price.


4. Collaborates with the Fund Managers in the selection of Approval Plan and EBO books as requested.

5. Utilizing a broad understanding of the international book trade, searches second-hand catalogs (print and online) in French, German, and the Scandinavian languages for out-of-print material.

6. Establishes correct bibliographic citations in French, German, and the Scandinavian languages and transmits electronic order forms to the Acquisitions Department.

7. Provides training and ongoing support to library faculty and graduate students in acquisition policies and procedures.

**II. Collection Maintenance and Bibliographic Record Management**

1. Diagnoses bibliographic and holdings problems in the online catalog or the Voyager modules and performs workfile maintenance on monographs and serials requiring holdings corrections.

2. Coordinates with CAM to resolve the more complex bibliographic and holding problems for monographs and serials.

3. Identifies and prepares serials for binding for the titles to be held in the Main Library Bookstacks, and Oak Street.

4. Performs quality assurance checks on bibliographic and holdings records for incoming bound serials to the Literatures and Languages Library. Works with CAM to correct errors and update holdings as needed.

5. Performs regular reviews of serials receipts in order to submit claims in the appropriate timeframe. Monitors claims and resubmits them as needed.

6. Selects and advises on the transfer of materials to and from the Main Bookstacks and Oak Street High Density Facility.

7. Evaluates and prepares materials in need of repair or preservation.

8. Identifies and reports problems connected with the Online Catalog and Voyager clients, as well as online research resources.
III. Information Services:

Circulation Responsibilities

1. Responsible for the hiring, supervision and training of student assistants, and coordinates their schedules, activities, and payroll.
2. Administers, interprets and implements circulation policies, including fines and lost book billings.
3. Supervises and/or processes all Voyager Callslip requests for on-campus holds, mail option, and off-campus library users.
4. Runs regular and custom reports in Voyager to identify problem areas in the collection for resolution.

Reference & Information Service

1. Interprets and remediates user information to the correct citation for needed materials in all the major languages of Western Europe.
2. Through effective reference interview techniques, elicits the reference and information needs of users and identifies appropriate information resources for their research needs.
3. Uses an extensive knowledge of the Library’s databases to provide one-on-one instruction for library users on the effective use of materials available in the Literatures and Languages Library, including the OPAC, bibliographic databases, and the extensive print resources.
4. Maintains knowledge of the resources on the Literatures and Languages Library’s web site and other web sites throughout the Library system.
5. Makes appropriate referrals of users with intensive reference and instruction needs to subject specialists.
6. Assesses and develops user guides for the use of Library collections, the Online Catalog, and other Library resources.
7. Serves as staff liaison with the faculty and students of the departments served by the Literatures and Languages Library and informs them of materials that might be of interest to them and presents special reports regarding acquisitions issues when requested.

IV. Library Administration and Management:

1. Assures the efficient operation of the unit through the development and implementation of appropriate administrative policies and procedures.
2. Trains, supervises and manages student assistants in daily operations.
3. Monitors and manages the student assistant wage budget.
4. Develops and implements customer service procedures.
5. Resolves problems by evaluating new and unusual situations and adapts policy and procedures in solving problems.
6. Coordinates the collection and reporting of statistical data including circulation statistics and library user counts for the Library Administration.
7. Conducts environmental scans of the Literatures and Languages Library in the context of the Library system.
8. Identifies emerging user trends and advises on the development or revision of library policies and procedures to support traditional and emergent services to users.
9. Serves on Library-wide committees, task forces, and study groups as appropriate.
V. Digital Technologies

1. Develops and maintains computer files relating to library policies, procedures, and statistics in Literatures and Languages Library folder on the Library server.

2. Serves as the Staff Coordinator for the Literatures and Languages Library website, identifying and evaluating format and content in collaboration with the professional staff and graduate assistants, developing new web pages, making updates to existing web pages, and liaising with the Library Information Technology Office.

3. Provides technical assistance to professional staff, graduate assistants and students in resolving computer-related problems.

4. Evaluates, prepares instruction materials, and trains professional staff, graduate assistants, and student assistants in new procedures and library-based computer applications.

5. Evaluates, organizes, and maintains the CD-ROM materials in the Literatures and Languages Library, in conjunction with the professional staff and the Library Information Technology Office.

6. Provides technical support of the local digital resources of the Literatures and Languages Library with the assistance of the Library Information Technology Office.

7. Conducts assessment of technology innovations for potential implementation in the Literatures and Languages Library.

8. Provides training to staff in other units on implementing new technology.

1. Knowledge required for the job

First and foremost, the position requires excellent foreign language skills. The incumbent must be able to deal with bibliographic information, records, and queries in all the modern languages of Western Europe. This includes English, French, German, Italian, Spanish, Portuguese, Norwegian, and Danish, to name but a few. The job requires a broad knowledge base in several areas of library operations, including bibliographic databases and the Library’s integrated technical services system. The incumbent must have the ability to apply methods, practices and policies developed for the library setting, and the skill necessary to synthesize, supervise and train others in them. Importance is placed on organizational skills for managing a public service unit, as well as the good verbal and written interpersonal skills to interact with a diverse community of coworkers and users. Being able to work independently, to analyze and adapt to varied and changing operational situations is essential. In-depth knowledge of digital and print resources is critical to success in this position. Competence with and the initiative to learn, computer-based skills used in the performance of the different duties of the job is essential. This position requires the ability to work with and, when judged necessary, to develop and implement new Library knowledge management systems.

2. Responsibility

A. Supervisory Controls

The Head of the unit may assign work both orally and in writing. Priorities are based on observed and expected needs assessed in the context of the Library’s mission. In addition, the incumbent must balance the priorities of duties associated with responsibilities to other professional staff in the unit.

Guidelines

This position operates under guidelines derived from manuals, instruction materials, written regulations, and policy statements issued by the University, the Library Administration, and the
Head of the unit from time to time as applicable and specific to the performance of the job. This position operates under a high degree of freedom. The position is the unit manager responsible for the continued running of the library when needed by the unit, and does so in coordination with the Head Librarian.

3. Difficulty

A. Complexity
   a. The application of constant judgment and initiative, and the discernment of interrelationships and deviations are a must in the performance of a job whose complexity requires both knowledge and flexibility.
   b. It requires careful evaluation and judgment to identify correct bibliographic entries by searching the Online Catalog, OCLC, and other bibliographic and online sources.
   c. Providing for library users needs and interpreting needs not always fully or coherently articulated by library users is very important.
   d. The ability to utilize a variety of reference and research tools and an acquired skill in working with all the major languages of Western Europe.
   e. Using judgment in determining the need for referring to subject specialists in assisting users with their information needs.

B. Scope and Effect
   The purpose of the job is to provide services to library users, to participate in the library operations, and to support the professional staff in the orderly rendering of collection maintenance, circulation, acquisitions, reference, and computer and technological services as provided by the unit, which in turn affects the Library as a whole.

4. Personal Relationships

A. Personal Contacts
   Frequent oral (face-to-face and via telephone) and written (via email or paper) contact takes place with a wide variety of library users and during a range of duties. Interpreting the needs of the unit includes proposing, organizing and chairing meetings or training sessions with professional staff and student workers.

B. Purpose
   These contacts are made for the purpose of providing technical support, answering circulation and reference questions, providing information, giving instruction, and working closely with users, professional staff and student workers.

ENVIRONMENTAL DEMANDS:

1. Physical Requirements
   No special requirements except reasonably good health. Some moving and lifting of books which is neither intense nor physically exerting may be necessary.

2. Work Environment
   The job is performed in an office and in a reading room environment. There may be occasional discomfort due to crowded conditions of the work space.
Appendix 5. Description of specific requirements

*Literatures and Languages Library*

**DESCRIPTION OF SPECIFIC REQUIREMENTS**

<table>
<thead>
<tr>
<th>Room Description</th>
<th>Room 225, Main Library - Literatures and Languages Library collections, staff offices, and interactive user spaceUseRoom 225 will be used for: 1) circulating collection and ready reference materials; 2) reference consultations; 3) interactive, small group user space and; 4) office space for staff and librarians)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The glassed in area in the NE corner will be a seminar/consulting space for small group meetings (of staff and users) and research consultations.</td>
</tr>
<tr>
<td></td>
<td>The room is adjacent and has a door to 225B, an existing conference room and instructional space reservable through Library Facilities <a href="http://www.library.illinois.edu/administration/facilities/rooms.html">http://www.library.illinois.edu/administration/facilities/rooms.html</a>.</td>
</tr>
<tr>
<td>Area (NASF)</td>
<td>4,659 square feet</td>
</tr>
<tr>
<td>Adjacencies</td>
<td>NA</td>
</tr>
<tr>
<td>Special Requirements</td>
<td>Door to corridor (current entrance to 225) should be made into a emergency exit “crash” door.</td>
</tr>
<tr>
<td>Occupancy</td>
<td>2 FTE librarians, 2 Librarians with primary offices in other units, 1 FTE AP, 1 FTE staff, 1.25 FTE GAs. Public space for individuals and small groups of scholars and students (up to 20 people)</td>
</tr>
<tr>
<td>Furnishings</td>
<td>Shelf space for circulating collections: 2,900 linear feet*</td>
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<tr>
<td></td>
<td>Shelf space for reference collections: 260 linear feet*</td>
</tr>
<tr>
<td></td>
<td>7 separate office spaces:</td>
</tr>
<tr>
<td></td>
<td>Four office spaces large enough to accommodate 1-2 visitors for 2 librarians, unit head and 1 AP</td>
</tr>
<tr>
<td></td>
<td>Shared office with laptop docking station and shared office/research consultation space) for the 2 librarians who are assigned part-time to this unit and will have their primary offices elsewhere</td>
</tr>
</tbody>
</table>
Small (10x10) space for 1.25 GAs (2 computers) and storage

Office and processing/work area for 1 staff.

Office furnishings:

5 large desks, 2 small desk or one work table (for GAs)6 computers, 1 docking station, 5 task chairs, 5 visitor chairs, 5 phones, 6 file cabinets, 6 medium-sized shelves

Other furnishings:

4-5 round tables and 16-20 chairs (on casters) for scholars and students

Two smalls tables (seated, not standing) for public workstations and printer, 2 chairs

4 public workstations (one with research-intensive profile, one located in glassed in area in NE corner, one a CD-Rom workstation); one public printer

One staff printer

* these figures represent shelves that are 85-90% full
**Room Description**  
Room 200, south end (200D) - periodicals and quiet study space

**Use**  
Current periodicals reading area and quiet study space.

**Area (NASF)**  
1,500 square feet

**Adjacencies**  
This area is contiguous with 200 – a copier, scanner and workstation (extant in 200) should be located near the current 200D space

**Special Requirements**  
Demolish the partial wall, save the shelves for use in the perimeter shelving. Add power to the existing power receptacle on the floor.

**Occupancy**  
Approximately 20 users

**Furnishings**  
Shelf space for current periodicals: 1,200 linear feet* (900 linear feet for unbound periodicals and 300 linear feet for bound periodicals)

2 tables with seats for 8 each; comfy seating: 4-6 arm chairs and ottomans with wide tables; power for 10 people to plug in their laptops; 1 public computers and 1 scanner near the periodical area in 200 (these may be existing in 200, provided they are nearby – a cluster of scanner, workstation and photocopier would be ideal)
## Appendix 6. Tabular chart of recommendations

### Literatures and Languages Recommendations

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Specific Recommendations</th>
<th>Start Date</th>
<th>Completion Date</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review English and Modern Languages reference collections and identify titles to be transferred to 200, Oak Street, or STX Reference</td>
<td>The selection needs to be done by subject specialists. IPM will help with the transfer</td>
<td>May 2010 (selection and transfer)</td>
<td>August 23, 2010 (selection and transfer)</td>
<td>NSM funds to support IPM labor costs for transfers</td>
</tr>
<tr>
<td>Identify titles from the English and Modern Languages circulating collections to be transferred to stacks or Oak Street using collections criteria</td>
<td>The selection needs to be done by subject specialists. Stacks and IPM can help with the transfer</td>
<td>May 2010 (selection) October 2010 (transfer)</td>
<td>August 2010 (selection) November 2010 (transfer)</td>
<td>IPM costs</td>
</tr>
<tr>
<td>Relocate government documents collections to the opposite end of room 200; integrate Dewey materials</td>
<td>Evaluation of materials and transfers to other locations can begin immediately, integration of Dewey materials and shift should wait until 200N area is cleared</td>
<td>July 2010</td>
<td>November 30, 2010</td>
<td>Library Facilities labor costs, Student wages</td>
</tr>
<tr>
<td>Integrate reference collections from Modern Languages and English into 200</td>
<td></td>
<td>December 2010</td>
<td>January 2010</td>
<td></td>
</tr>
<tr>
<td>Renovate Room 225 to accommodate circulating collection, office spaces, public service area with comfy seating, and reference collections</td>
<td>Provide adequate shelving, carpet the floor, re-lamp and paint the room; build office spaces.</td>
<td>August 2010</td>
<td>December 2010</td>
<td>$150,000 (NSM funds)</td>
</tr>
<tr>
<td>Demolition of 200D wall</td>
<td>Work can begin as soon as summer finals are over</td>
<td>August 8, 2010</td>
<td>August 15, 2010</td>
<td>NSM funds (included in cost above)</td>
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<tr>
<td>Vacate the whole room 225 by moving the Slavic Reference Service to 200D</td>
<td>Vacate 225 by relocating remaining Slavic staff and faculty and reference collections to a temporary location in 200D</td>
<td>August 15, 2010</td>
<td>August 20, 2010</td>
<td>Library Facilities labor costs</td>
</tr>
<tr>
<td>Reconfigure the current door from room 225 to the corridor into a fire exit</td>
<td>The entrance to the Literatures and Languages Library will be through room 200 (the main reference room).</td>
<td>October 2010</td>
<td>November 2010</td>
<td>Library Facilities labor costs</td>
</tr>
<tr>
<td>Install circulation desk in 225</td>
<td>A used desk can be installed</td>
<td>November 2010</td>
<td>November 2010</td>
<td>Library Facilities labor costs</td>
</tr>
<tr>
<td>Appoint Interim Literatures and Languages Head</td>
<td>Appoint Interim Literatures and Languages Library Head (preferably a tenured librarian serving as a subject specialist in the Literatures and Languages Library) to lead the implementation process for a three year term; evaluate position after two years and begin search in third year</td>
<td>December 2010</td>
<td>December 2013</td>
<td>$3,800 stipend for internal appointment</td>
</tr>
<tr>
<td>Develop Literatures and Languages Library Web site to develop new identity</td>
<td>Hire a graduate hourly</td>
<td>December 2010</td>
<td>ongoing</td>
<td>$20 per hour for graduate hourly support</td>
</tr>
<tr>
<td>Move the collections and staff of the English Library and the Modern Languages and Linguistics Library to 225 upon the completion of the renovation of the room</td>
<td>Both English and Modern Languages and Linguistics should be moved at the same time to 225</td>
<td>December 2010</td>
<td>January 2011</td>
<td>Library Facilities labor costs</td>
</tr>
<tr>
<td>Task</td>
<td>Start Date</td>
<td>End Date</td>
<td>Responsible Party</td>
<td></td>
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<tr>
<td>Vacate 200D by moving the Slavic Reference Service to 321</td>
<td>April 2011</td>
<td>May 2011</td>
<td>Library Facilities labor costs</td>
<td></td>
</tr>
<tr>
<td>Organize space for Literatures and Languages Library periodicals in 200D</td>
<td>April 2011</td>
<td>May 2011</td>
<td>Library Facilities labor costs</td>
<td></td>
</tr>
<tr>
<td>200D space needs to be organized for a display of Literatures and Languages Library periodicals in 200D</td>
<td>April 2011</td>
<td>May 2011</td>
<td>Library Facilities labor costs</td>
<td></td>
</tr>
</tbody>
</table>