In this issue:
• NSM Stuff Sessions
• CPLA-ACES Update
• Welcome from NSM Coordinator
• Main Stacks Access
• LIS Librarian Adds Office in GSLIS

NSM Stuff Sessions
These informal sessions provide concise, timely information about NSM projects. Team leaders report briefly on their activities with time for Q&A.

November 21, 2008, 3:00-4:30pm - Room 66, Main Library

- Agenda & updates (JoAnn Jacoby - 15 min)
- Oak Street Transfer Backlog Project (Michael Norman - 20 min)
- Retrospective Reference (Jo Kibbee - 20 min)
- Library Trivia & Quick Prize Drawing (10 min)
- Communications-LIS Library Services Team – Recommendations from the Interim Report - (Katie Newman - 25 min)

Presentations and notes from the September 10th and October 9th Stuff Sessions are available on the NSM website: www.library.uiuc.com/nsm/.

Mark your calendar! NSM Stuff Session Scheduled

NovemS & More
NSM News & Other Library Happenings

CPLA Merges with Funk ACES

On May 9, 2008 the City Planning and Landscape Architecture Library (CPLA) relocated its collection and services into the Funk ACES Library.

The Funk ACES Library offers faculty and students in urban and regional planning, landscape architecture, and associated fields a larger and newer facility, as well as access to broader interdisciplinary collections and access to technology, longer operating hours, and more group study space.

“CPLA patrons won’t notice a disruption in service,” commented Barb Trumpinski-Roberts, senior library specialist at the Funk ACES Library. She said it took a lot of pre-planning, cooperation, and coordination between the two units, but they worked together well.

Overall, Barb said the merger was “a pleasant experience” and that Matt Emmert, Assistant Facilities Manager, and his crew who completed the move of the collection ahead of schedule were “just brilliant!”

Emily Jedlick, Senior Library Specialist and longtime CPLA staffer, has also relocated to the Funk ACES Library where she serves as Student Supervisor and the lead for circulation in the unit. She said it was sad to see the old space emptied for the move after having worked there for 18 years, but she is excited about being in Funk ACES and working with the staff and librarians there.

continued on page 3
Welcome to the first issue of *News & More*. This newsletter is intended to provide a ground-level view of the people across the Library involved in New Service Model programs. In addition, *News & More* also covers other new initiatives and innovative services, regardless of whether they have been specifically designated as “New Service Models.”

I hope that relating these stories about changes in the Library provides an opportunity for us all to celebrate each other’s accomplishments and get to know each other a little better. Putting a name to a face and keeping track of what is happening can be a challenge in such a large organization. This newsletter is intended to help fill that gap.

*News & More* will be published one or two times per semester. Although that will not be often enough to keep on top of all the creative new things that are happening in the Library, it’s a start.

In addition to this newsletter, I am experimenting with a number of other ways to keep everyone informed about the NSM Programs, including:

The revamped NSM website (www.library.uiuc.edu/nsm/) brings together all past documentation describing the inception of the NSM initiatives, as well as timely information on the activities of all of the teams that have been formed to date. Working documents from the teams will be posted as they become available. RSS feeds are available for specific teams or you can subscribe to all feeds. Finally, there is an anonymous feedback form if you’d like to say something off the record.

The NSM stuff sessions, launched in September, are a forum for open discussion of recommendations from the NSM teams, as well as the opportunity for the teams to gather input and advice from the larger community.

Weekly office hours (Tuesdays 3-5pm) provide an opportunity for in-depth conversations, as well as a designated time you can count on catching me in the office for a quick chat. Many people have already dropped in to share their ideas and concerns – I encourage you to do the same if you have something on your mind pertaining to the NSM programs. If Tuesdays are not convenient, please feel free to make an appointment for another time.

JoAnn Jacoby

---

**Contact JoAnn**

Office Location: 345 Main Library  
Office Hours: Tuesdays 3-5pm  
Email: jacobys@illinois.edu  
Phone: (217) 244-1869

---

**Entrance to the Main Stacks Streamlined**

As part of Central Access Services’ ongoing efforts to improve the user experience, the turnstile located at the entrance to the Main Stacks was removed. Patrons and library staff now enter and exit through a security gate and then proceed to the back desk where entrance to the stacks is verified.

This change reduced the number of service points from three to two thus freeing up staff for other duties and projects. Library staff also benefit from being able to easily move book carts through the turnstile-less entrance.

Patron lockers were also installed along both walls in the hall leading to the security gate to improve security and eliminate extraneous material from entering the stacks.

The new security gate and lockers at the entrance to the Main Stacks.
CPLA Merges

continued from page 1

The “City Planning and Landscape Architecture Reference and Resource Center,” a space devoted to research and learning in landscape architecture and urban and regional planning, was added to the Funk ACES Library. A search was also launched for a Planning, Landscape Architecture, and Design Librarian during the Fall semester.

New NSM Website

The New Service Model Programs website is live! Visit www.library.uiuc.edu/nsm/ for news and updates. Sign up for RSS feeds to be notified whenever new content is posted. There is also an anonymous feedback form so you can tell us how we’re doing.

In My Own Words: LIS Librarian Adds Office in GSLIS

by Sue Searing

At the Library and Information Science Library, we’ve been charting a downward trend in on-site use for several years. With e-reserves, e-journals, and the ability to browse the catalog and request books online, GSLIS faculty and students have scant reason to visit the library in person.

Determined to counteract the out-of-sight, out-of-mind phenomenon, I decided in March 2006 to hold office hours at the LIS Building. The School provided a desk and networked computer in an office shared with emeritus faculty, visiting scholars and adjunct instructors.

After experimenting with days and times, I settled into a schedule of Monday, Tuesday and Thursday, 11:30-12:30. During peak times (e.g., when LEEP students come to campus mid-semester) I’m there daily, including Saturday and Sunday. When I have an unavoidable conflict, the new service model initiative by gathering input and allaying anxieties in a friendlier setting than a public hearing or faculty meeting.

When GSLIS took possession in June of CARLI’s former space on the second floor, Dean Unsworth offered me an office of my own. He claimed that no other faculty member would want it because its glass doors afford no privacy. But I think it’s perfect! Adjacent to the IT Help Desk, on the way to the faculty mailboxes and copier, and directly opposite the restrooms -- can you picture a more visible spot? I’m already camping out there, eagerly awaiting the installation of a computer and telephone and the arrival of the other second-floor tenants.

Office hours at GSLIS began simply as a satellite location for a traditional library service model. Their success is helping us imagine a new service model that is much more “in the flow” of users’ work, study, and research.

Story ideas?

If you have a story idea for a future issue or want to share your successes with the rest of the library, please let us know. Send ideas, drafts, and/or photos to nsm@library.uiuc.edu.