Social Sciences, Health, and Education Library

Implementation Team Meeting

December 12, 2011; 9-10am

428 Main Library

Attended by: Nancy O’Brien (committee head), Tom Teper, Lynne Rudasill, Mary Beth Allen, Lisa Romero, Beth Sheehan (minute taker), Kathleen Kern, Lillian Morales

1. Discussion of staff, space and collection locations in SSHEL:

Services Working Group Report (Romero, Sheehan, Kern, Morales): The services working group has made progress on the document “List of Services for SSHEL with staffing,” which has been posted in the G:/NSM SSHEL folder. This document contains the FTE recommendations for processes/functions within SSHEL, including staff, GA, SA.

Discussion of Service desk: The group has been looking at Desk Tracker statistics from ESSL to determine user traffic and staffing needs for a service desk that will support circulation and reference services. Initial calculations were reported:

81 open hours with reference service per week (not including 8:30-9am M-TH).

The group recommends that 1 GA or librarian per hour at service desk to assist with in-person reference needs, one SA per hour, and one public services staff member during weekday daytime hours. Mon-Thurs stats indicate that between 2:00-6:00 on these days, extra reference coverage may be needed. GA project/“on call” hours scheduled during this time and public service staff member stationed behind desk would provide back-up.

Lillian noted that AHS is busiest between 10:00-4:00, and Kathleen confirmed that ESSL is also busiest between 11-5 or 6, and stated that she would like to speak with ESSL reference staff who work 4-5 to determine whether earlier interactions are being logged after 5:00 (which would inflate 5-6 stats).

The group suggests that each full-time librarian contribute 4 hrs of reference service per week, to be divided between service desk/virtual reference desk. Calculation of available reference hours will depend on # of contributing librarians and GA’s. Initial calculations were done using 5 FTE librarians and 6 GA positions (.40 appointments), however it was pointed out that SSHEL is likely to have 6-7 FTE librarians. The services working group will meet to revise calculations and insert these into the “List of Services” document. A final version of this document with details on all services and staffing will be sent to Implementation Team members for review.

The services working group recommends that virtual reference (VR) services be integrated with the Main/UGL VR desk, and separate from SSHEL in-person reference services. The total # of hours that
SSHEL staff can contribute to VR will equal the balance of available reference hours after the 81 in-person service desk hours are subtracted.

The VR desk is currently located in UGL, but may be relocated to a dedicated space within SSHEL. This would require 3 workstations, and a wall/divider to separate this area from other public service spaces. There was a discussion of rationale for moving this service to the Main Library/SSHEL: more librarians, more flexibility to assist the in-person service desks as needed, lessen the perception that VR is an “undergrad” service, increase librarian-GA support and collaboration, increase referrals to subject specialists. This supports positioning of VR desk in a semi-public location, and the importance of librarian presence at the physical VR desk.

The main services desk would be located on one side of the Marshall Gallery, while a second circulation desk would be located on the other side. Librarian and/or staff offices may need to be located on both sides of the Marshall Gallery, for monitoring/supervision. The services working group will continue to discuss recommendations for staff office locations.

2. Discussion of criteria for collection holdings:

Collections Working Group Report:

Collections Working Group has developed criteria for collections holdings in SSHEL:
- Keep items published/circulated in the last 10 years in the circulating collection.
- Older items will go to Main Stacks.
- Items which have not circulated since 1990 will move to Oak St.
- Curriculum collection- last 10 years in SSHEL, older will move to Oak St.
- S-Collection- Nancy is consulting with affected faculty members; may keep last 15 years in SSHEL.

Discussion of option to convert current S-Collection space (106) to an instructional space. This is ideal due to 1st floor location, access doors from main corridor, and ADA accessibility. There is space for 30+ workstations. Eventually, the wall between this space and 100B (aka 104) could be removed to create an even larger instruction area.

Collections working group has posted a chart of the linear feet of collections on the G: drive. The total area available in the proposed SSHEL space is larger than the space currently occupied by ESSL and AHS, which will allow for combined collections and proposed instruction/user spaces.

Discussion of move sequence: if BEL can move everything to their front room, the back room could be closed off for painting and collections could begin to be integrated. The final report will include a chart describing this sequence.

Approximately 56 print serial titles from BEL may be relocated to SSHEL. This recommendation is currently under discussion by the BEL implementation team.
3. Next steps:
Nancy distributed copies of the floorplan for the space, and asked the team to bring sketches and ideas for proposed service and collections locations to the next meeting. The team also received a template form which will be used to create an appended list of recommendations, start and completion dates and costs for the final report.