Social Science, Health, and Education Library
NSM Meeting Minutes
November 14, 2011

Present: Mary Beth Allen, Lil Morales, Nancy O’Brien, Lisa Romero, Lynne Rudasill, Beth Sheehan, Tom Teper

The Service Profile Working Group has created a list of existing services in the two units, plus other possible services; this document is saved to the SSHEL folder on the G: drive. The SPWG has also met to assign staffing levels and review the required number of staff for service activities in the new unit. They are now looking for input from the full SSHEL Implementation Team. In addition, they are gathering existing data that may help determine staffing decisions. They are pulling reports from DeskTracker, including numbers and a weighted macro, to figure the number of people/hour needed to handle the average level of service activity. Once the data is pulled together, the sub-group will meet again to analyze it and make recommendations.

There was general discussion of the high service activity in both units currently, and the need to plan for expected increases after the new environment is established. Call slip numbers are increasing; need has been expressed for continued service hours in the later evenings; need for health information because health topics are popular with students. The SPWG is also looking at training needs, and brainstorming where cross-training will be required.

At the next full SSHEL Implementation Group meeting on December 12, we will review the data that has been gathered and evaluate what else may be needed. Staff allocations will be based on the data to some extent.

We discussed the question of how much “back office” work is being taken into account. Staff functions related to processing collections (reserves, serial check-in, binding, acquisitions, new book processing) should also be dealt with by the SPWG. The collections will ultimately influence what staff activities are required. This will change rapidly in the next few years, as more journals move to electronic format. The environment is changing rapidly. Less binding, claiming, etc. will be needed in the future as serials transition to electronic. There is larger work in the near future, but this will eventually decrease as we move forward.

The SPWG will meet with all staff from ESSL and AHSL to look more closely at what’s done in each unit and how it’s done. The goal is to adopt best practices for both as we merge together. The staff can provide good insight for this planning.

What new services should potentially be offered? The full group is encouraged to consider this question, and to look at what other units may be offering, for example BEL’s “fast answers” service. What other walk-up services are needed? Examples: self-check-out, group study rooms, collaboration space, quiet study space, technology-
rich environment. UIC has renovated its main library and created a commons area with lots of glass, some with graduated frosted panels. We also need to gauge the potential seating requirements in the new unit, and strive for maximum use of the space. There are many areas where the two sub-groups need to consult together, so we’ll begin to meet together soon to establish baselines.

The Collections and Space Working Group has been working on a collections inventory, with linear feet of each type of current collection in the two units, noting potential alternate storage locations, special needs/features, etc. The sub-group will meet again tomorrow to discuss criteria for the number of years of holdings to retain in the new unit, with the goal of establishing consistent criteria across the board. There are several special collections to consider, along with reserves, reference, periodicals, etc. We’ll need to establish a moving target so the new space remains at a consistently filled rate. There has been a problem with not being allowed to transfer appropriate holdings to stacks; too much recently circulated material is going to Oak Street. We will explore the possibility of clearing more space in stacks, and restoring the use of stacks as an intermediate holdings location for material from SSHEL.

We discussed the use of LC classification: we may want to begin to use LC with new material at a given point, then going forward, rather than converting existing material. It may be easier to begin the LC transition after we are located in the new space. Perhaps the reference collection, for example, could be retrospectively converted, but not everything. Looking to IAS and LL as models may not be appropriate for SSHEL.

Both microforms and other non-print material need consideration. Microfilm is currently housed in HPNL and in Oak Street. We may want to consolidate in one of these locations.

Both sub-groups should review the Appendix 3 spreadsheet, to identify areas that may have slipped through the cracks. It contains good recommendations for both services and collections. A similar chart will be developed for the SSHEL final report.

We discussed at what point floor plans are developed, and by whom. Also, how should our plan evolve? We may want to all use the blank floor plans to experiment with drawing up plans, then discuss the variations. Eventually we will make general/bubble activity recommendations for the space to submit to Jeff Schrader. Our group should begin to look at optimal activity zones. We should think about having some staff behind service desks so they can multi-task, and provide an even level of support.

$100,000 non-recurring is currently available for NSM collection needs.

Next steps: continue sub-group work; bring the full group together more frequently in January; rough out an operational plan/spreadsheet/chart; put blank operational chart on G: drive.

Next meeting: December 12, 2011 in 428 Library