

DRAFT

ARCHIVES SERVICES PLANNING AND IMPLEMENTATION TEAM

BACKGROUND

In spring 2012, the University Archives responded to a call for proposals for the future use of room 146 Main Library with a proposal to relocate the Archives service point from its present basement location in room 19 Main Library to room 146. A small group charged to review the proposals (consisting of three members of the Library's Executive Committee, two Associate University Librarians, and the Assistant Director for Facilities) agreed that Archives made a strong case for strengthening its service profile by relocating its public-facing on-site services to 146, while retaining 19 as a processing workspace. However, the group felt that a more far-reaching exploration of the service potential, including a consideration of possible synergies with other archival service points, should take place before a final decision on space allocation is made.

In response to continuing technological change in the nature of records and evolving interests and needs of its constituencies, the University of Illinois Archives has undergone considerable evolution in how the program delivers a range of services—services that are both similar and dissimilar to those of traditional Library units. For instance, it is the only Library unit with a statutorily mandated records and information management services to the campus. It also conducts professional oral history interviews to create content for users, and must of necessity engage in outreach and in-reach activities with campus and off-campus groups to support research projects as well as the building of their own documentation programs. Even in the more conventional area of connecting users with collections, the Archives must follow a non-traditional service model because it must educate users to develop skills to search, evaluate, and critically interpret primary source materials which form the bulk of its holdings. The Archives also must stretch the concept of service further to include negotiating the acquisition of materials, arrangement, descriptive metadata, and preservation. Overall, the Archives' core service model calls for a multipurpose facility able to support direct user interaction, collaboration with administrative information specialists, engagement with collection donors, and partnerships with technologists and individuals in the creation and use of analog and digital documentary material. At present, these activities are spread over three service points and five collection storage locations from which it delivers services to all users in an integrated fashion. While remodeled space such as Room 146 cannot resolve all of these needs nor replace the three program-based research service points, through a New Service Model analysis we can identify those program and service activities that can be advanced via rationalized space.

CHARGE

1. Articulate a service profile that:
 - a. Considers the potential for integrating services in room 146 for the full range of University Archives collections, including those held at the Archives Research Center (Horticulture Field Lab) and the Sousa Archives and Center for American Music (Harding Band Building);

- b. Relates the University Archives services to the broader array of Library service programs supporting scholarly work with primary source and historical research materials;
 - c. Acknowledges the existing, and plans for the expanding, role of the University Archives in undergraduate and graduate learning, including course-integrated instruction in the discovery and use of archives (with attention to “Information Literacy Considerations for New Service Model Teams,”
http://www.library.illinois.edu/export/nsm/Information_Literacy_Considerations_for_New_Service_Model_Teams.doc;
 - d. Builds on the well-developed web presence of the University Archives to further promote the discovery and use of materials across the Archives’ various components, and plans for the further integration of archival discovery within the University Library’s evolving online search and retrieval environment;
 - e. Prioritizes those specific high-use collections or materials that can be housed at the points of service;
 - f. Explores possible synergies with other service points in the Main Library, including the Information Desk, RBML, HPNL, Scholarly Commons, etc.
 - g. Considers how to balance the need for the continuation of existing instructional and reference services at presently dispersed service points against the benefits of bringing some together.
 - h. Articulates a service profile that builds the potential for long-term improvements in delivery of archival service via a unified collection and service facility.
2. Work with the Assistant Dean for Library Facilities to develop a space program that supports that service profile.
 3. Develop a staffing model that allows for a service point that is physically separate from the processing workspace, without requiring additional positions.
 4. Recommend a plan for the ongoing assessment of archival services.
 5. Collaborate with the Assistant Dean for Library Facilities, Library IT, and the NSM Coordinator to develop timelines and schedules for implementation, including:
 - a. functional analysis and space planning;
 - b. a timeline and phased plan for transferring any collections identified for relocation;
 - c. a table of any staffing and resource needs for each phase in the transition;
 - d. a prioritized list of hardware, software, and/or associated furniture necessary to respond to new service needs;
 - e. a plan for communicating the transition to the new services profile to campus and library constituents
 6. Submit a report with its recommendations to the University Librarian by April 1, 2013.