

Minutes: From ULFO Meeting 10/3/01

ULFO members present:

Jim Baldwin; Polly Boruff-Jones; Brenda Burk; Robin Crumrin; Vania Goodwin; Randall Halverson; Kathleen Hanna; Joe Harmon; Jennifer Hehman; Fran Huehls; Bob Hinton; David Lewis, Dean; Martha McCormick, Chair; Pat McWilliams; Mary Beth Minick; Sally Neal; Kevin Petsche; Mary Stanley; Sonja Staum-Kuniej, Secretary; Randi Stocker; Steve Towne.

I. Welcome:

Martha McCormick, Chair, opened meeting and welcomed new librarians to ULFO. Sally Neal is the new EST Team member. Martha asked for announcements from members present.

II. Announcements:

Polly Boruff-Jones announced that she is currently serving on the IUPUI Library Affairs committee and the Library Committee for University Faculty Council. Members of the committee are looking for faculty and students to participate in focus groups/surveys to look at IUCAT usability testing. It is preferred that feedback come from all user levels.

Pat McWilliams reminded people of Jim Lockwood's retirement party Thursday afternoon

Brenda Burk reminded people of the Midwest Archives Conference October 18-20. She noted there were a number of programs on technology and copyright and invited/encouraged people to attend.

David Lewis announced the upcoming Educause Conference noting that the library would fund attendance/registration for a few interested individuals. He also announced that preliminary conversations to locate a café service in University Library basement were being explored.

Jennifer Hehman announced she would give a presentation covering her sabbatical leave Oct. 26.

Martha McCormick reminded people of ILF District IV conference October 5th to be held at the Plainfield Public Library. She also noted that the ILF District IV Conference will sponsor a speaker from the Islamic Society of North America.

Martha M. announced that she is serving on the University College Curriculum Committee and its Template subcommittee. The sub-committee is in the process of reviewing/revising the Template for First-Year Seminars. Please send suggestions or feedback to Martha.

III. November 16th Retreat

Next, David Lewis spoke of the November 16th retreat. He described the purpose for the retreat to look at:

- New client-based teams
- Models we use for providing service
- How we work/interact with patrons in terms of instruction and reference services
- Consider new approaches to accomplishing our goals – what types of immediate/long-term changes might be made
- Need to better coordinate our teams and services
- Need to be able to begin to develop a strategy to carve out how we want to direct our services and interactions with faculty and students given constrained resources. We need to focus on what we really want to accomplish and to focus on what's really important
- Need to be able to start a conversation that says in order for us to begin to deal with our primary clients we have to do [_____, _____, _____].

Vania G. asked if conversations during the retreat were to be specifically focused on service issues or if problematic areas are to be brought to the table as well.

David L. responded that it was preferred that conversations start with service issues and then follow up on other issues in subsequent sessions as relevant noting that all issues will impact our strategies towards service.

Martha M asked whether the strategies under discussion were for internal purposes or perhaps something that we might share promotionally.

David L. responded that currently, this conversation is internal for planning purposes and may or may not be disseminated externally. He will frame questions/structure to bring forward to librarians in preparation for the 16th. Librarians will want to consider what will best serve respective constituencies.

Mary Stanley provided an activity summary completed by the Professional Team in Preparation of the November 16th retreat. This exercise was offered as a possible framework/model to consider during the planning conversations.

Martha M. mentioned Ken Duckworth and similar conversations occurring at the Office of Professional Development. She noted that the OPD process might be another model to consider as we engage in these discussions.

Randi S. noted the Professional Program Team's Document, paragraph 3 concerning statistics. She questioned the level, purpose, and type of data to be

collected. She specifically wanted to know whether there were specific types of data that Reference needed to begin collecting prior to the Nov. 16th retreat.

David L. responded by noting that if, on the 16th, we determine that we need data, we will determine a way to collect it in meaningful/appropriate ways. At this point, it's important to think about what/how we are doing. Collection of data/statistics will be explored after the conversation on the 16th.

IV. ULFO Workshop

Martha next announced the ULFO P/T workshop to be held Tuesday, November 6, 1-3 pm in room UL1115N. Robin and Mary will facilitate the workshop. Martha explained the goals of the workshop to describe the Annual Review form and discuss P/T issues. She asked for feedback on the workshop content.

V. Annual Reviews

Mary Stanley provided new annual review forms. She explained new changes to the forms. Mary reminded people that they may/may not have something to place under an area, such as new technology. She talked about the area that was added on the new form: area #V Economic Development. She also noted the change to only one team leader's sign-off. The satisfactory/ unsatisfactory area will be indicated by the by the Dean.

Fran H. asked how to handle those activities that had been significant efforts and which were subsequently cancelled due to Sept 11 crisis. Mary indicated that those efforts should be noted in the annual review with an explanation to the event/significance of the efforts that were expended.

David L. reminded people about the deadline issues from last year. The reviews must be completed and submitted in a timely manner.

Martha M. reminded people of Mary S's announcement on ULFO noting job descriptions and changes may need to be reflected on the annual reviews.

Mary reminded people that their most relevant/appropriate job descriptions should be submitted. The reviews are due 1/28/02.

Polly B. asked if we would continue the merit rankings.

David L. confirmed that the merit rankings will continue and will be tied to the review process.

VI. Holiday Planning Party

Martha M. announced that it was time to start arrangements/committee for the Holiday Planning Party. She called for volunteers from the floor. Fran H., Pat M, and Jennifer H. volunteered to serve on the planning party. Fran H. will call the first meeting of the planning party

VII. Instant Librarian

Brenda Burk gave an update on the Instant Librarian service. She noted the following:

1. The service is being monitored at the Reference Desk.
2. 3-4 questions per day over the last 3 weeks
3. As the semester has progressed, the questions changed from more directional to more research and thus, an increase in time to answer the questions
4. For other installations, the busy times are from 5pm to midnight, when service is not offered here.

Brenda B. asked for feedback from librarians on the virtual reference service. Discussion followed regarding the logistics of virtual reference ['offsite'] vs. service from the reference desk area. This is an issue to be explored.

Brenda mentioned a recent discussion on LSSI listserv regarding the application. She summarized the following:

1. Virtual Software: the cost, the function, the application availability that it offers
2. Full functionality of the service is not being applied [a number of services/applications aren't being used]
3. It's not the easiest to use/learn
4. Basically we are using as a quick reference only
5. Not making full use of the capabilities of LSSI

David Lewis would like to see librarians explore all functions more extensively to determine if it really works. He also noted that we should do a lot of promotion and see where it goes.

Randi asked if the hours might be expanded to 8:30pm M-TH if desk staff were adequately trained? The consensus of the group was that it would be OK to try this.

Martha asked if the GA's were primarily responsible for monitoring the service. Randi indicated that they were not trained yet, but would be receiving training.

Randi said she and Brenda will look at the scheduling for virtual reference and extend the hours.

Mary S. asked whether there might be a way to increase training so more librarians were up to speed/proficient with the virtual reference and the services offered through the software such as scheduling appointments with students, etc.

Martha M. pointed out that another interesting application is the ability of the subject specialist librarian to be able to log on during a class time to be available virtually when students might have a need for the assistance of the subject specialist librarian.

VIII. ULFO meeting dates

Martha M noted the ULFO meeting dates listed on the agenda. She asked for input/feedback for types of professional development opportunities people might enjoy. She mentioned the following:

Special Collections might do a presentation on S.C.A. services and collection

Susan Slaybaugh from CTL might be interested in presenting to ULFO.

Mary Ann Shields might present on promotional activities at UL

The meeting was adjourned.