University Libraries Management Team  
Agenda –July 1, 2014  
Location: N210

Present: Hollis, Moeller, Hayworth, Montgomery, Williams, Maness, Austin, Knievel, Reynolds

1. Service Points Working Group Charge

Brittany Reed and Keith Teeter visited MT to discuss the SPWG charge. See below for proposed charge.

Management Team approved the proposed charge.

Keith Teeter is the new Vice Coordinator and will succeed Brittany next year as Coordinator.

2. Fall All Libraries Meeting change proposal / diversity task force roundtable discussions

The fall All Libraries Meeting will be held on Monday, October 13 from 2-4 pm in British Studies.

3. Library OPAC Accessibility Comparison

MT discussed discovery layers.

4. Recruitment Plan

MT discussed our recruitment plan for 2014-2015. It will be submitted to the Provost later this month. The plan this year is circumstantial, largely driven by unfortunate mission-critical vacancies in core operational areas. Thus, the plan will focus on core functions while also requesting new faculty lines that correspond to the Chancellor’s key strategic initiatives. We will therefore be requesting permission to recruit the following, using our own funds:

- Acquisitions librarian;
- Biofrontiers and Life Sciences Librarian
- Education Librarian;
- Government Information and Data Librarian;
- Music Librarian;

And, based on our limited capacity to support the Chancellor’s strategic initiatives, we will be requesting the following new lines from the Provost:

- College of Media Communications & Information (CMCI) Liaison Librarian
- Digital Humanities/Digital Scholarship Librarian
- School of Environment & Sustainability Liaison Librarian

5. Dean’s Update

Jim has been in discussion with the Provost about funding our Library Fellows. We have had over 30 fellows, and 17 have gone on to library school. The provost will provide funding for
four fellows for the coming year. We will have five fellows in the spring. The Committee on Recruitment to the Profession of Academic Librarianship will review applications in the fall.

Bruce and Jim have been working with a delegation from Iraqi Kurdistan who will visit CU Boulder to receive repatriated documents that are held in our archives. We have paper documents and digital materials as well. There is interest on the campus level and from the press as well. Hoping to collaborate with Zheen Archives. There will be an event when the delegation visits. Stay tuned for more information. This is part of “internationalizing” the campus. We will be working with federal relations colleagues.

6. **E-mail actions**
   a. LIT is looking to schedule a server move date in July/August. Stay tuned.
   b. CU Scholar policies approved

**Upcoming meetings**
July 15 - CU Scholar update (invite Jennifer Chan and Thea Lindquist), Evaluation of pilot project to lend CDs to GWLA and Prospector Libraries, Proposal to investigate adoption of RFID or similar technology, Review applications for Innovation, Services, and Entrepreneurship fund.

August 5 – Library operations and tighter collaboration with Disability services (guest Michelle Krech and John Meister), Working Group Proposal #4 (Virtual Presence), Future Directions for outreach and engagement,

Management team minutes are available online: [http://ucblibraries.colorado.edu/adminservices/management/index.htm](http://ucblibraries.colorado.edu/adminservices/management/index.htm)

**Addendum 1**

**Service Points Working Group**

**Charge:**
This working group will be responsible for the user experience as related to services provided at public desks both in person and via other methods such as email, instant messaging, and others. The group will be responsible for overseeing staffing and scheduling, and for developing a [removed more] consistent presentation of services to be deployed across the Libraries. It will also be responsible for training of staff, and outreach to users, as appropriate.

**Membership Model:**
One – three members each from the following departments, ensuring that Norlin and Branch service points are represented (selected by the Department Head):

- Arts & Humanities (2 – Norlin, Music)
- Sciences (2 – Earth Sci, Engineering)
- Soc Sci (3 – Norlin, Bus, Commons)
- Special Materials (1)
- Circulation (1 – circ)
- Scholarly Resource Development (1)
- LIT (1)
- At-large faculty member
Because of the nature of the Working Group and our organizational structure, in most cases (branch managers, Norlin Research Desk manager, Commons manager) membership will be permanent. WG members should not be part of the Management Team. The Management Team Liaison should be chosen from among the departments listed above. The working group should invite members of other departments or working groups (Building Management, Instruction, Promotions, etc) as needed. At-large membership should be widely solicited and approved by Management Team.

Leadership Model:
The WG Coordinator will be elected by the standing membership, in keeping with the Libraries’ Working Group model, and will serve a 3 year renewable term. The Coordinator cannot be a member of the Management Team. During the Coordinator’s last year, a Vice Coordinator will be chosen. This person will become the new Coordinator in the following year. This will help ease the transition into this position. The Coordinator and Management Team Liaison should be from different departments.

Scope of Authority:
The SPWG reports to the MT and will determine which projects it undertakes, considering suggestions from the MT, the library community at large, and library users, as well as its members’ own ideas. SPWG will focus on library projects that affect patrons at service points, such as hours, student employees, publicly-accessible technology, service related data collection, etc. When SPWG projects or proposals influence specific departments, SPWG will make an effort to include relevant voices in the conversations, such as branch heads, building management, etc.

Examples of Decisions and/or Responsibilities:
- Determine staffing levels and coordinate scheduling and training for service desks throughout the Libraries, including branches, the Commons, and IM.
- Develop draft hours for the library system for the entire year, to be approved by MT.
- Determine the suite of services to be offered at service desks, and desk hours.
- Recommend changes to physical environments and web pages associated with service desks in order optimize the user experience.
- Provide leadership in outreach efforts to market services to users, such as digital signage, physical signage, etc. [removed social media since VPWG is doing that]
- Manage collection and distribution of desk/service related statistics. [reworded not to be “question tracker” specific]
- Assessment of services using evidence based data
- Principal advisor to Management Team, overseeing the feasibility and/or functional concerns for proposed services

Groups reporting to WG:
- QUES*TT (Question Statistic Tracking Team)
- Norlin Services Tea

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