

# Library Management Team

## *Notes from the November 12, 2007 meeting*

Attending: Lee Cartmill, Elaine Engst, Claire Germain, Anne Kenney, Susan Markowitz, Ellen Marsh, Oya Rieger, Jean Poland, Jennifer Sawyer, Ed Weissman, Scott Wicks.

### 1) Announcements

Anne Kenney welcomed Jennifer Sawyer, Director of Library Alumni Affairs and Development, to the Library Management Team.

### 2) Reference statistics

In response to questions raised by Claire Germain about the methodology being used to gather reference transaction statistics, Jean Poland provided information about the role of the Public Services Executive Committee (PSEC) and the Reference and Outreach Committee in developing the reference statistics reporting system. Prior to the implementation of the system, units used their own methods for tracking transactions. Some used sampling. Others counted all transactions. The new system was put in place to create consistency across CUL, to insure a level of statistical validity, and to provide a more nuanced view of reference transaction activity in order to allow managers to make better decisions about the allocation of staff resources. For example, the system allows for the tracking not only the number of transactions but also the amount of time devoted to each transaction. Data is gathered during 12 randomly selected weeks each year. The past year, 2006-2007, was considered a pilot for the system. Claire expressed concern that the random sampling dates are not appropriate for the Law Library which is on a different calendar. The law library has been collecting data over four weeks. Anne said that for the purposes of reporting to the Association of Research Libraries, the Law Library could continue to use its existing methodology and she asked Jean to have PSEC review the process and functions for reference transaction reporting.

### 3) Emergency response preparedness

At the May 2 LMT meeting, Anne asked Lee Cartmill, Susan Markowitz and Jean Poland to review the Library's emergency response procedures and to recommend follow-up actions. At the same time, the University began the process of developing a campus-wide emergency preparedness and recovery plan. The Office of Emergency Planning and Recovery, headed by Peggy Matta, is responsible for the oversight and coordination of emergency management and planning activities including both the central and unit emergency planning processes. Lee, Susan, Jean and Michelle Eastman have been gathering information for the Office as the university's planning activities have gotten underway. The university's plan will require that each college or operating division form an emergency planning group and name an emergency coordinator. Lee will serve in this capacity for the Library and the emergency planning group will be formed soon. Lee mentioned that there will be a presentation of the Library's progress to date at the December 3 Council of Librarians meeting..

### 4) System-wide support for web development

Oya Rieger has been gathering information about web development and support services across the Library and at peer institutions in order to develop a set of recommendations for a CUL web support model. She plans to carry out a short survey of the library staff involved in web support across the units to learn more about their needs. The survey will focus on the technical rather than the content development aspects of web development. Oya will post a message to the Council of Librarian's list to request the assistance of the unit directors in forwarding the survey to the appropriate staff involved in such web-development activities.

Edward Weissman