

## Library Management Team

Notes from the October 24, 2000 Meeting

Attending: Ross Atkinson, Lee Cartmill, David Corson, Claire Germain, Jean Poland, Janet McCue, Sarah Thomas, Pat Schafer

1. **Quality Measurements:** Sarah and Pat reported on a symposium concerning "The New Culture of Assessment in Academic Libraries: Measuring Service Quality," which they attended on 20-21 October. The conference provided information on quality measurement by a series of diverse and international speakers. Special emphasis was placed on identifying the gaps between what customers expect and what managers think customers expect. Sarah and Pat drew a number of conclusions from the conference: that a primary desire by users is to be self-reliant; that a multiplicity of instruments need to be used to gather reliable data on service quality; that one needs not only to collect data, but also to act upon it, and to show customers that one has acted upon it; that successful service organizations must cultivate a culture of assessment, which presumes a continuous effort to obtain reliable data for decision-making; that successful organizations find a way to have an impact, even in those areas that may initially be perceived to be beyond their control. Sarah will route to LMT members the information she received at the conference. The conference papers will be published in an issue of Library Trends this spring.
2. **Focus Groups:** Sarah explained that she has retained Yasamin DiCiccio, who is the Director of the Computer Assisted Survey Team in the ILR School, to conduct a series of focus groups next month with faculty, graduate students, undergraduates, and library staff. The purpose of this effort will be to obtain perspectives on the current qualities of Library services. This information will form part of a range of data, which will be used to inform the Library Master Plan (see notes from the LMT 3 October meeting). Yasamin will randomly select the members of these focus groups. Library staff who participate in this study will be asked questions about their use of (rather than their work in) the Library. LMT suggested a number of possible questions for these focus groups. Sarah will pull these questions together, and provide LMT with one more opportunity to look at them and make suggestions before sending them on to Yasamin. Sarah will be providing more details in a note to CU-LIB.
3. **University Connections:** In response to some very useful suggestions by a member of the Library Advisory Council, LMT discussed ways to enhance the Library's relationships with the colleges. At the conclusion of this discussion, it was decided that (a) David, Janet and Jean will provide Sarah with information on the relationships they have established with their colleges, and LMT will consider how such relationships might be broadened; (b) LMT will put together a set of issues that the Library could offer to present to the advisory councils of individual deans; (c) Jean and Janet will write a description of actions the Library might take in response to the University's decision to emphasize the areas of genomics, information science and materials science; (d) LMT will consider whether there might be possibilities worth pursuing for temporary exchanges of administrative staff with the colleges.

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