

Library Management Team

Notes from the September 27, 2006 meeting

Attending: Karen Calhoun, Lee Cartmill, Elaine Engst, Claire Germain, Susan Markowitz, Jean Poland, Oya Rieger, John Saylor, Marisue Taube, Sarah Thomas, Ed Weissman

1) Changes to the Library Management Team

Sarah welcomed Elaine Engst, Director of Rare and Manuscript Collections, Susan Markowitz, Director of Library Human Resources and Marisue Taube, Director of Library Alumni Affairs and Development, to the Library Management Team. When hired, the new Director of Library Communications will also join LMT. Sarah expanded the membership of the group as part of the recent reorganization in which Karen and Anne were named Senior Associate University Librarians. LMT will now take on more of an advisory role and the expansion in membership will bring more viewpoints to the table from a broader segment of the Library as decision-making takes place within a smaller administrative group. The frequency of LMT meetings will change from semi-monthly to monthly and Karen and Anne will be responsible for facilitating discussion and seeking advice "off-line,"

2) Promoting a Culture of Usability at CUL

LMT discussed a proposal from the Assessment and Usability Committee of the Public Services Executive Committee on Promoting a Culture of Usability at CUL. The importance of a user-centered approach to library services, including user-centered design and usability testing, is becoming widely accepted within the library and beyond. Up to now, the Assessment and Usability Committee has acted as a coordinating body for usability activity in the library and its activities have included creating and maintaining a suite of usability tools, creating and sharing best practices documentation, maintaining a census of usability projects and providing usability training and mentoring for Library staff. The Committee is seeking LMT's endorsement for its activities and efforts and for financial and administrative support to allow it to increase its capacity to support usability testing across the library. This would include an account to pay test subjects, the purchase of software for recording keystrokes and mouse movements synchronized with video capture, and central administrative support to handle such things as the recruitment and registration of patrons and the booking of rooms. LMT endorsed the proposal and the budget request and asked the Committee to communicate to the Cornell Library community its central role with regard to usability activities, including the process for getting the Committee's assistance and for using the usability testing tools and equipment.