

## Library Management Team

Notes from the December 12, 2001 Meeting

*Attending:* Ross Atkinson, Karen Calhoun, Lee Cartmill, David Corson, Tom Hickerson, Janet McCue, Jean Poland, Pat Schafer, Edward Weissman, and Paul Constantine.

Ross chaired the meeting in Sarah's absence.

### 1. "Chat" Reference

Paul Constantine presented the report of the Chat Reference Committee. The committee, whose members in addition to Paul, included Meryl Brodsky, Virginia Cole, Tony Cosgrave, Angela Horne, Susan Lacette, Deb Lamb-Deans, Jill Powell, and Susanne Whitaker, originated as a self-selected interest group formed to exchange ideas and learn more about chat or synchronous digital reference services. LMT asked the group to make recommendations leading to the implementation of synchronous digital reference service system-wide. The committee believes that it is too soon to consider full-blown, system-wide implementation of this type of service. There is varying interest in this service among the units. Also, there are many issues that must be explored first. The committee recommended instead that Chat Reference be run as a pilot from January through June 2002 to examine issues, gain experience, gather and analyze data, and make a much better informed recommendation for next steps in a possible system-wide implementation.

During the pilot, several issues would be examined that would impact full implementation, including staffing; training; costs; opportunities for collaboration; the impact on in-person, telephone, and e-mail reference services; and an evaluation of effectiveness. Since the preferred software provider, 24/7 Reference Project, charges on the basis of "seats" or simultaneous "operator" log-ins, the group recommended that units participating in the pilot project work in clusters in order to keep costs low. A report on the pilot would be submitted by June 30.

LMT approved the pilot project proposal agreeing that it is important to create a strong reference presence in the digital library. Lee will work out the details for covering the cost of the pilot. Because the 24/7 software allows "co-browsing," i.e., the reference librarian can "take over" the browser of the user and vice-versa, the importance of providing access to licensed databases for Chat Reference needs to be examined. This raises issues about proxy server access through the 24/7 software. Paul was asked to consult with the Gateway Committee on this issue. LMT asked that the Chat Committee include in its final report what it will cost to provide an appropriate level of Chat Reference service and the cost effect on other reference services.

### 2. West Campus

Ross presented the *Report of the West Campus Task Force*. The task force members were Virginia Cole, Mary Patterson, and Howard Raskin. The report is a short statement intended to be an appendix to the *Recommendations for House Programming* of the

Academic Programming Committee, West Campus Council. The statement proposes the installation of a "West Campus Library Connection" in the residential complex and lists a set of library services that could be made available through the connection including:

- Assisting with locating and effectively using electronic sources.
- Providing information about CUL (e.g., advise students about which libraries to use for which purpose(s)).
- Maintaining a Library Connection Web page containing information about resources available at the Library Connection, other CUL services (including online library tutorials and research guides), and pertinent West Campus activities.
- Providing library handouts.
- Providing "drop in" hours when librarians are available for assistance.
- Providing live chat and other remote reference help (e.g., potentially, videoconferencing) during specifically designated times.
- Assisting with electronic document delivery and printing of interlibrary loan articles.
- Assisting with electronic reserves article access and printing.
- Providing a drop-off location for universal book return.
- Librarian participation in Faculty Fellow Program.

LMT endorsed the report with the addition of one sentence: "The extent of library services will be based on the availability of funding."

### 3. **Center for Research Libraries**

Ross provided background for a decision on whether to renew CUL's membership in the Center for Research Libraries (CRL). He explained that CRL, under the leadership of its new President, is making and implementing plans to transform CRL into a coordinating partner with its membership rather than continuing to serve only as a central depository. CRL will likely place greater emphasis on coordinating the national retention of paper collections and on strengthening the role of the nation's area studies collections.

LMT agreed to support CUL's membership for another year, taking into account the fact that CRL is actively engaged in a process to make its collections and services more valuable to its members. Ross played an important role in raising many issues that CRL will be addressing by chairing the CRL Assessment Task Force this fall. At the same time, LMT asked Ross to charge the Collection Development Executive Committee to recommend by October 31, 2002 how Cornell activities and practices should change in response to CRL's plans to allow CUL to take better advantage of our membership. DExec should work closely with interlibrary loan on this recommendation.

### 4. **EndNote**

Ross reported that ISI is offering a site license for EndNote, the bibliographic management software used to search online bibliographic databases, organize their references, and create instant bibliographies. A discount has been offered through NERL although the price is quite high. Some interest has been expressed on campus and in CUL for providing EndNote.

LMT agreed that bibliographic management software is closely tied to the library's mission of providing information and services to enhance the productivity of Cornell scholars. EndNote certainly adds value to the databases we offer. LMT also agreed that at least some of the funding to pay for a site license, if we decide to purchase it, should come from the materials budget. Ross was asked to work with other campus units to determine for whom EndNote has particular value and to see if there is interest in sharing the cost of a site license. The Graduate School was identified as a particularly important unit. Finally, if we do decide to purchase a site license, the library should make certain to publicize its role in making the software available.

5. **Announcements**

Lee said that he would soon be asking each member of LMT member for their travel plans for the period January through June 2002.

Notes by Edward Weissman,  
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