

Library Directors Leadership Team Meeting

December 14, 2012

Olin Library 235

Minutes

(Present: Janet McCue, Kornelia Tancheva, Femi Cadmus, Mary Ochs, Steve Rockey, Curtis Lyons, Bonna Boettcher, and Angela Cleveland)

Discussion of service points coverage across the system (Bonna, Mary and Kornelia)

Coverage for Night Supervisor/Staff at the circulation desks: Bonna, Mary, and Kornelia led a discussion on the issues related to emergency back-up coverage at night. Although we can handle planned leaves (e.g. vacation) and have a “buddy system,” *there is no system in place in case of illness or last minute call ins.*

- *Right now there is the ‘buddy system’ – somebody from a nearby library is trained to cover*
- **Issues with ‘buddy system’:** *‘buddy system’ presumes that someone will always be able and willing to cover and it’s just not so.*
 - *The back-up person has to leave their own desk, which they can only do for 15 minutes or so*
 - *Also, what happens when no one is available for back-up? Need to have another layer to the ‘buddy system’ –*
 -

Possible Resolutions

Pool of volunteers to cover buildings during these circumstances (With the option of paying overtime for night time emergencies)

- *Kornelia mentioned this idea to Olin and the Annex and at least two people have interest in volunteering already.*
- *If somebody doesn’t show up we need someone who knows what they are doing.*
 - *We would need clear procedures of whose first to call, 2nd and down the line.*
Who makes the call, who will they call and in what order will they be called.
- *If we can’t cover for a snow storm etc., we should just close.*

Night Time Supervisors Meeting The Access Services Committee is planning a Night Time Supervisors meeting in January where some of these issues can be discussed. Both the staggered

closing times and the buddy system help us consider the group Directors have developed different closing times in hopes that we can cover closings during absences.

- *Explore how the buddy system could be enhanced, raise issues about the limitations of the buddy system, and the possibility of an additional layer of support.*
- *Continue developing a sense of teamwork across the library for sharing information and supportings each other and all the libraries as a whole.*
- *Develop a Night supervisor list serve or 'volunteer list'.*

NEXT STEPS: *Hand the idea over to PSEC Access Services Committee*

- *Placed in Bonna's hands due to acceptance of LDLT members and that she serves on the PSEC Access Service Committee*

Proposed Restructuring/Membership of PSEC Instruction Committee (Mary)

Mary reviewed the Strategic Planning Task Force recommendations related to the Instruction Committee. She and Jaron will be meeting with PSEC in January and the co-chairs of the TF have met with the current Instruction Committee. The TF would like to change the structure of the PSEC Instruction Committee to ensure representation from each of the clusters as well as three at large spots on the committee. Having the Instruction Coordinators from each of the clusters would help with continuity and sustainability.

- Chair/Co-Chair/Chair Elect remain on the committee for a cycle of three years
Chairs are 4 years on committee total
- Consider more formal ties to CUL IT
- RMC participation to be determined

This has been suggested to the instruction committee and the feedback seems positive

PSEC Instruction to re-write charge during spring semester to account for new responsibilities. (Current Charge & Membership
<http://staffweb.library.cornell.edu/InstructionCommittee>)

****Group of recommendations come out of this committee and each of our units will be responsible of making sure it gets done. (Charge doesn't seem to be changed but membership – YES)*

Discuss LDLT Goat Forms (Goals, Objectives, Actions, Timelines) for the five LDLT objectives.

1. Enhance outreach, instruction, and liaison relationships in order to better understand and support the evolving needs of our patrons and partners.
2. Continue providing high quality public services and work with staff to ease workloads within the context of our service priorities.

3. Through active involvement in efforts to develop and enhance usability and discovery tools, champion user demand for access to collections and services across multiple platforms and on mobile devices.
4. Work with AUL for Scholarly Collections & Special Collections to move more content to virtual in response to changing user needs and the increase in virtual spaces, while recognizing disciplinary differences.
5. Further develop and enhance discipline-specific library services in response to varying user needs.

Kornelia/Mary (Next Steps on Objective One (Enhance instruction, liaison, and outreach relationships in order to better understand and support the evolving needs of our patrons & partners)

- *Need staff with skills in instructional design under Resources Needed*
- *Some have suggested a CUL Wide Instruction Librarian but the group agreed that it is the responsibility of Instruction Coordinators in each cluster and the role of the PSEC Instruction Committee. The group reaffirmed the importance of having leadership within the cluster since these coordinators understand the different needs in each of our units.*
- *Because we are more decentralized it can sometimes make it harder to get things accomplished but on the other hand, it allows our staff to take library wide leadership roles. If they have a leadership role that takes 10% of their time for the next 4 years we have to give them the time or we would have to take them off the committee.*

Strategic Goals vs. Next Steps vs. GOATS

The group discussed the best way to continue this communication with the staff, how to avoid strategic plan overload, how to explicitly link the next steps at the CUL level with the LDLT priorities. Bonna and Janet volunteered to work on this and consult with Zsuzsa on the best communication strategy.

Announcements

Curtis – *We will be moving SHA's reserves back to Statler in the Spring.*

Kornelia –

Annex

- *Music move will be done in January 2013,*

- Continue Hotel Management Labor move as promised
- Continue Law gradual and Vet gradual move as promised
- The **big Mann move** hits the Annex sometime in the summer between the end of semester (May) – and June/July
 - ***when this happens we **have to suspend other moves** until this is finished.

Space and staff resources at the Annex are committed until 2015; no other big moves can be accommodated until 2016

Janet –

2CUL Mellon Grant – was awarded. One of the major areas in the grant will be the integration of technical services across both institutions. A prerequisite of that will be the implementation of a new library management system (LMS) which will have an impact on access services and public services in general.

Good meeting with Laura Brown, Vice Provost for Undergraduate Education. The VP is pleased with the progress on the Undergraduate Research Initiative that is being led by Susette Newberry in collaboration with colleagues across the University. In addition, we discussed how to integrate the library services into the support network for various groups of students; e.g. struggling students, transfer students, outstanding students who would be eligible for prestigious fellowships (e.g. Rhodes scholars), new students (and academic integrity)

January 8th LDLT Meeting

- pull together things that we most want to present to faculty/staff ('less with less')
- Janet will not be there (going to India for 2 weeks with a Cornell class– but will ask one of you to chair the meeting.)

Meeting on January 24th

- finalize everything to present to LibExec and then to staff

Janet would like to take LDLT members to lunch together in the New Year and Angie will find a time for us to do that.