Library Directors Leadership Team

June 16, 2021

Attending: Eric Acree, Bonna Boettcher, Greg Green, Andy Horbal, Curtis Lyons, Kim Nayyer, Susette Newberry, Anne Sauer, Lenora Schneller, Christina Sheley, Sara E. Wright.

1. CUL International Student Support Group (Bonna) last met on 20 May, to discuss input received at the April O&E Forum (Xin Li and Bonna Boettcher, co-sponsors; Alison Shea, Jim Morris-Knower, Neely Tang, Sarah How, You Lee Chun; for those who arrived at Cornell after the Task Force completed its report, or who would like to jog their memories, the final report is attached. The overarching goal is to ensure that supporting international students is everyone's job. The group's current purpose is to:

   • Provide opportunities for staff to learn more about cultural contexts in order to build awareness and skills toward that goal;

   • Facilitate two-way communication among library staff and each college to ensure awareness of international curriculums and research and share the info across CUL so we align services to needs;

   • Host or co-host programs in support the goals above.

The group will remain in place through June 2023, if necessary, to achieve the following goals:

   • All CUL staff will integrate the needs of international students into their work.

   • Public services needs of international students will be integrated in the work of the Public Services Teams.

Directors and supervisors are critical to these efforts, and the discussion will focus on how best to foster ongoing work with international students throughout CUL's public services.

International students are not a monolith, students from different regions and backgrounds have very different needs.

Gaps identified in the report included the need for a greater understanding directly from students concerning what their expectations are; a need for students that cannot travel home to have a place to go during holidays; and things as simple as ensuring proper name pronunciation.

There need to be strong and consistent connections with the offices and organizations on campus that work most closely with these students. Who would do this? A committee? A coordinator? A DIB officer?

Should think about where we can get the most bang for the buck, reaching the most students. Some programs have especially large international populations, sometimes from the same regions.

2.   CUL Contactless Pickup & Cost-Free Scanning Proposal (Andy) – Please find attached a draft proposal for discussion. Discussion points:

> •As per this proposal, a number of locations have indicated that they would like to resume traditional "behind-the-desk" pickup prior to the start of the fall semester, two new locations (Adelson and Math) have indicated that they would like to be added as pick up options for contactless pickup/"Grab & Go," and Africana has indicated that they cannot support contactless pickup past the end of the summer.

> •We will need to formally ask D&A to make these changes for us. They have informed us that while they don't need to be "on sprint" to do this, they would prefer to receive requests "bundled" as much as possible (as opposed to one at a time).

> •The Africana library indicated that their preferred date to sunset contactless pickup is August 9: would this work for everyone else as a date to turn pickup locations on and off? If not, what alternative date(s) would people prefer?

LDLT supported the rebranding and bundling as many libraries into the August 9th date as possible. A few including Law and Adelson will need a different date.

Also supported eliminating fees for Scan-It requests. This does not affect other scanning services such as RMC or remote programs (e.g. Geneva, Cornell Tech).

3.   The Public Services Instruction Team (Christina) has been exploring our current CUL/unit library instruction assessment methods so that we can continue to develop pedagogical skills and be seen as a teaching and learning partner on campus. To that end, the CLIQ survey—CUL's standard instruction assessment tool—has recently been revised, and the new version will be piloted this summer. However, usage of CLIQ overall has slowly declined since introduced, and we have been discussing strategies for reinvigorating it. A PowerPoint summarizing CLIQ usage is attached. Director/supervisor input and championing will be needed. How might this work? What are the barriers? What do you need from the Team to support your efforts?

The CLIQ survey has been reduced from 7 to 2-3 questions and is currently voluntary. Data shows that CALS and A&S students are much more likely to fill out the survey. There have been concerns that the CLIQ data is not being used for anything and was just an exercise. The new form should allow for more actionable data that can lead to better instruction and instructors should be encouraged to use it.

4.   Updates:

BEE: The Nestlé and Engineering Libraries are closed for the summer and will reopen in August.

Catherwood: Catherwood and Kheel will reopen July 6th to the public.

Annex: No Update

ILS: We are providing ILL services for Ithaca College and Tompkins County Public Library patrons until their standard ILL mechanisms are reinstated. They made a point of reaching out to us to let us know that they are very grateful, which was nice of them!

RMC: No Update

Law: No Update

Asia Collections: No Update

Mann/Science Cluster: No Update

Africana: No Update

Fine Arts: No Update

Olin/Uris: No Update

Music: No Update