Five Directors' Work List

1. CountIT – A locally built system that records reference statistics. It is ca. 10 years old and needs fixes. A Mann librarian developed it and is the one who knows the code but cannot get to it. All libraries are using it.
2. Passkey – A widget for accessing subscription resources remotely. Very useful for users who know it. We know that many don't know its existence and the name is hard to remember. We need to rename it and could do a student contest for a new name. [Update: Communication is re-promoting it with new language.]
3. Printing experience across libraries – Uneven experience in various units. Different local workarounds for handling non-Cornell patron printing. [Update: Olin and Facilities have bridging solutions for non-CU users.]
4. New book shelves – Not easy to use and not always clear to users where they are etc. Users said they'd rather have lockers than the low-use new books in Olin, for example.
5. PS staff training: What are badly needed training for staff and how to systematically support them so they do not secretly feel unsure when providing service?
6. Machine learning in public services: what's possible and how to experiment?
7. Mui Ho Fine Arts Library is scheduled to open in the fall of 2019. What is the best way to develop an exhibit policy?
8. Formal LDLT retreat followup
9. Salary savings in units (2/8/18)
10. Services best coordinated as a staff's job vs through committee (2/9/18)
11. Virtual Shelf Browse project report (2013, chair Holly Mistlebauer) Jill