

UIC Library Steering Committee  
Minutes  
August 14, 2002

Present: Austin, Bangalore, Bloss, Daugherty, Dorsch (phone)  
Graves, Hollander (phone) Jacobson, John, Lagana, Lambrecht,  
Malinowsky, Naru, Scherrer, Shuler

Minutes of the July 31 meeting were approved.

1. Digital Services to Users Task Force

Jo Dorsch led a discussion of the Digital Services to Users Task Force report that had been distributed earlier. Discussion focused on two recommendations:

(A) that the Library initiate synchronous digital reference.

The Task Force recommended implementing a pilot project using QuestionPoint, a cooperative venture of the Library of Congress and OCLC. The cost is reasonable, it integrates email and chat, and it has the potential for collaboration with other libraries to offer 24/7 service. Discussion centered on:

Demand for the Service: Would the chat service lead to a huge increase in the demand for electronic reference and specifically the chat service? Based on the experience of other libraries (including LHS-Peoria) the use of chat service tends to be low, at least initially. Electronic reference has been and will continue to grow as more and more users work from home/office. It was noted that the chat service could also be used by library patrons from within the library to request assistance.

The cooperative aspect of QuestionPoint: The Task Force stressed that this was a reciprocal arrangement, based on the library's profile. Although the CIC libraries had earlier discussed provision of cooperative reference, no one was sure of the current status of this proposal. Jay said the situation would be analogous to copy cataloguing, where libraries have learned to accept the work of their colleagues.

Personnel: Staffing the chat service would be a new task for public services staff. One suggestion was that the chat service be available on Saturday, but seeing as there is minimal staffing on Saturday this was rejected. A librarian cannot be staffing both an in person service point and a chat service at the same time. It was noted that the number of librarians listed in the Task Force report referred to the number of people involved not FTE.

Start Date: The start date of October 1st, as proposed in the report, was too soon due to the time required for licensing the service and for training. A more feasible plan would be to go live in January 2003, with the behind-the-scenes work to occur in the Fall.

Chat training involves not only technical issues, but, more importantly, social issues – what is appropriate, how to respond to certain issues, etc. Jo pointed out that LHS Peoria had drafted some guidelines for their pilot project and these could be expanded.

Conclusion: Steering Committee endorsed recommendation (A) of the Task Force report, with a start date of January 2003. The Task Force will move forward with implementation plans in conjunction with ERQ, as appropriate. It was suggested that liaisons be added to the Task Force from LHS Rockford, LHS Urbana, and Daley Access Services.

C : MyLibrary Portal. The Task Force recommended that the portal project developed by the Residents go live for patron use. The Residents have prepared a report on this which Nancy will share with Steering Committee. She suggested that all Steering Committee members take a look at the existing portal. (Although not presented at the meeting the URL is <http://s050w.lib.uic.edu/MyLibrary/> .)

## 2 Digitization Lab Committee

This committee has submitted its report to Nancy.

The Digitization Lab is seen as a production lab for digitizing

materials and also as a training facility to educate faculty and staff on digitization techniques. Although the immediate focus would be on City 2000 images, other library materials including text, audio, and video could also be digitized to make them more widely available. The total cost to set up a Digital Lab would be approximately \$494,000, including renovation of the former Curriculum Library and equipment. Renovations cost would be \$150,000 and would include adding a raised floor, electrical work, humidity control, blackout drapes, etc.

Although it is unlikely that all features recommended in the report could be implemented at one time, the report identifies the infrastructure needed to support various pieces of the Digital Lab and will be useful in approaching potential funding sources.

### 3. Warehouse Field Trip Report

Nancy, Jay, Bob D., Gretchen and Julie visited the new warehouse. They found it to be a large, air-conditioned, mostly clean space, thought there is evidence of rats on the second floor. There is still some structural work to be done, and the library has not yet signed off on the punch list.

The elevator to the second floor does not work. As a result the space cannot be used for storing monographs and Special Collections materials as planned. However there is ample space on the first floor for these materials in the interim. Plans are to begin moving these to the Warehouse as soon as can be arranged.

### 4. ILL Works

Clio has now been installed. Ariel 3.3 receiving is up, including the desktop delivery component. LHS is starting to use Ariel rather than Prospero for this function. Ariel 3.0 sending has been installed in Daley ILL.

### 5. ErgoDocs Update

All government documents reference materials that will be needed on the second floor will be shelved in their final places by the start of the semester. LC classified material will be integrated in reference stacks, and there will be a SuDocs range as well.

Indications are that the remodeled desk will work and cross-training of staff continues.

#### 6. E-Reserves

The Committee report will be complete by the end of the week.

#### 7. Library Spruce Up

August 14 has been declared clean-up day for the library. Staff have volunteered to do tasks such as clean public terminals and identify areas for further work by facilities and housekeeping later in the week.

The campus will face a decline in physical plant services due to budget cuts. For example, all off-campus runs will be restricted to Monday-Tuesday, and there will be no window washing.

#### Deadlines

YBP records: Delayed to the lateness of fiscal year close and the Voyager conversion and update. New date: November 1.

CLIO Implementation: Progressing

Resume IO Lending and Borrowing: In theory this is available, but it is still being tested. Currently catalogs can only be retrieved via the pull-down menu; the Universal Catalog is not yet available.

Expanded E-reserves: Report due

Combined Reference Collection: Done

Complete Curriculum Move: Done

#### New Business

Nancy will send a letter to Dave Stewart, who oversees the ILCSO Office expressing UIC concerns about the Voyager upgrade process.

Math Library: The new Associate Dean of LAS is supportive of plans to close the Library. During the fall, the library will be

staffed by a student. Effective immediately, all new monograph titles ordered for Math will be catalogued for Daley Library.

City 2000 database is scheduled to go up today.