



ULS User Services Task Force - Charge - 20 September 2011

The [ULS FY12 Planning and Budget Report](#) includes objectives to:

- Re-engineer ULS public services
- Develop a better model and practices for reference services
- Develop innovative methods for serving instructional needs
- Increase communication inside and outside the ULS
- Provide opportunities for training, development and leadership in the ULS
- Renovate existing spaces, equipment, and systems with an evolving vision to better support user-centered activities and needs
- Explore the changing needs of users and adapt our current means of resource selection and content delivery
- Develop a culture of assessment that emphasizes continuous improvement

To further these objectives, the University Librarian and Senior Staff are establishing a User Services Task Force under the leadership of Karen Calhoun, Assistant University Librarian for Organizational Development and Strategic Initiatives.

ULS Task Force Sponsor: Rush Miller

ULS Task Force Team Leader: Karen Calhoun

The Task Force will have **advisory roles** for ULS Senior Staff, Administrative Council, the ULS FY13 Planning Task Force, and the Professional Training and Development Group (PTDG).

Charge:

The User Services Task Force is charged to:

1. Conduct and report on an **environmental scan** by:
 - Studying our communities' information seeking practices and preferences
 - Completing a literature/thought leader review of innovation in public and collections services; gaining current awareness of the latest best practices for user-centered service and space redesign in university research libraries

- Gathering and reporting evidence of user awareness, usage and satisfaction with current offerings
- Identifying and communicating the strategic options for revitalized ULS public and collections services going forward

2. Establish **public and collections services design principles** by:

- Creating a user-centered vision (zero based¹) of ULS public and collections services three years from now
- Creating a prioritized roadmap for the design, development, and implementation of the envisioned services
- Recommending principles for user services space redesign that is aligned with best practices, the vision and roadmap
- Recommending principles for the redefinition of traditional roles (e.g., reference, instruction, collection development librarians) and the integration of new roles that are aligned with the vision and roadmap
- Recommending principles for professional training and development needed to move to these new roles

3. **Assess and prioritize current and proposed public and collections services** offerings by:

- Evaluating and commenting on the public and collections services objectives contained in draft(s) of the *FY13 ULS Planning and Budget Report* against the principles developed in phase 2 of the TF's work
- Evaluating and commenting on existing public and collections services against the principles developed in phase 2
- Creating and delivering a single prioritized list of proposed and current service offerings

4. **Renew ULS public and collections services** by:

- Recommending a framework for new job descriptions/roles to deliver prioritized services
- Delivering recommendations for (a) **increasing community awareness** of the benefits, positive impact, and value of our redesigned services and (b) **increasing usage** of these services

¹ In other words, during our visioning process, no reference will be made to previous levels of human resource allocation to or expenditure on existing services.

Notes

- The TF is responsible for providing periodic updates on its work and periodic opportunities for input and advice from ULS staff.
- The TF should assume that funding for new or redesigned services will need to come from reallocation of existing funding.
- The focus of the space redesign is the ground floor of Hillman.
- The TF is encouraged to appoint subgroups when they are needed, ask for input from other groups or individuals, and make use of the ULS consultants to the task force. The TF can also recommend the use of external consultants if they feel they are needed.
- The TF should closely coordinate its work on recommending FY13 priorities with the FY13 ULS Planning TF, with which they share certain deadlines.

TF timeline:

September	Charge drafted and members identified Kick-off event: David Lankes / Jan Fransen / Cody Hanson visit 23 September
October	Workshop for task force on collaborative planning Conduct environmental scan
November	Communicate the strategic options for revitalized ULS public and collections services to UL and Planning and Budget Committee
December	Senior Staff propose outcomes-based, measurable objectives for FY13 Begin work on public and collections services design principles
January	Gather and submit input on FY13 objectives proposed by Senior Staff
February-March	Deliver design principles and recommendations to Senior Staff Begin assessment work
April	Deliver prioritized list of proposed and current service offerings to Senior Staff
May-June	Deliver final recommendations for services, job descriptions/roles, marketing, and space

Membership of the User Services TF:

Judy Brink	Karen Calhoun	Pattie Duff
Jeanann Croft Haas	Marnie Hampton	Marta Mantilla
Marc Ross	Eugene Sawa	Dennis Smith
Clare Withers	Phil Wilkin	

Resources/Internal Consultants to the Task Force:

Elvia Arroyo-Ramirez	John Barnett	Fern Brody	Heidi Card
Michael Dabrishus	Pat Duck	John Fudrow	Noreen Jerin
Paul Kohberger	Susan Neuman	Crystal McCormick Ware	
Ann McLeod	Xiuying Zou		