

### Library Leadership Team Meeting

27 August 2009, 2:00 p.m., Administration Conference Room, Poynter Library

Present: Carol Hixson, David Brodosi, Virginia Champion, Allison Etzel, Deborah Henry, Jerry Notaro, Patricia Pettijohn, Kaya Van Beynen, Berrie Watson, Jim Schnur

Regrets: Marcy Carrel (reference coverage), Tina Neville (annual leave)

Guests: None

Meeting: Called to order at 2:02 p.m. by Carol

**Updates since Last Meeting:** Carol talked with Noreen Noonan and received support that lapse money belonging to the library would remain with the library. Whether or not an additional security guard could be hired with the money depends upon whether the act of adding services performed by an outside contractor falls under the same procurement restrictions as hiring an additional employee.

**¶ ACTION ITEM: Carol and Virginia will discuss the process for contracting with the security company that presently employs Jeff, so Carol will know how to proceed on this matter.**

While working her evening reference shift, Kaya discovered that Jeff has regularly recorded the number of patrons, usually divided by floors, since January 2008. She showed Carol a photocopied page of the log book. With Jeff already collecting this information, efforts by librarians or other staff to do the same would be duplicative. We may borrow Jeff's log books and enter data, a move that will give us excellent information on library use patterns for more than one year.

**¶ ACTION ITEM: Kaya and Jerry will examine log books and discuss how to format entries Jeff has made regarding the number of patrons in the building during evening hours Mondays through Thursdays. Jerry will then check to see if one of his student assistants (Jobin) can start to enter library usage data onto a spreadsheet.**

Carol stated that she plans to call for a Committee with campus involvement to discuss and evaluate security concerns in the library and how they relate to the broader experience across the university.

**¶ ACTION ITEM: Jim will compile information on security incidents and campus reaction to same (i.e., articles in the Crow's Nest newspaper) and present this to Carol.**

**¶ ACTION ITEM: If we are able to move forward with plans for reduced reference coverage and a second security guard based upon lapse money and library usage trends, Tina and Virginia will develop procedures to train Access Services staff on basic reference duties.**

Patricia asked about the possibility of a weekend security guard as well. That will be considered based upon funds and patron count during weekends.

**Going-Away Potluck for Marcy:** There was strong interest in having a gathering for Marcy before her last day.

**¶ ACTION ITEM: Deb will check with Marcy to determine the best date/time for a potluck before Marcy's last day.**

**Plans to Fill the Vacant Line Position:** Carol encouraged everyone to submit their thoughts on how we should move forward with filling Marcy's position. Discussion of this matter will be deferred until our next meeting.

**Marketing of Library Services:** Carol said that she believed the library did a good job of marketing its services and collections, but began a conversation about other marketing ideas that could enhance our image. Discussion began with evaluating the potential of increased involvement by SAPL (beyond its own annual meeting, which, by tradition, is limited to library staff, campus administrators, and SAPL members). Jerry, Patricia, Jim, and others noted that SAPL is reenergized under its new leadership, and this might be the best time to engage them (most likely through the SAPL board members) in taking a more pronounced role. We can market events in the SAPL newsletter, perhaps offer special tutorials or programs geared towards SAPL members, develop an email distribution list for SAPL members interested in receiving emails about library events (Jim wondered if the renewal forms currently had a space for an email address), and see if there may be strategies for SAPL to expand and reinvigorate its membership by appealing to residents in nearby condominiums or other groups. Patricia suggested publicizing SAPL and/or appealing to the public directly on the library's behalf at the Downtown Market, downtown neighborhood associations, etc. She added that since SAPL money is used to acquire the McNaughton books, we should consider distributing this list to interested SAPL members as evidence of the organization's actions.

Patricia and Jim mentioned the potential to make the annual faculty authors' reception an event with advancement/university relations involvement and a broader audience. This annual spring event (on a Friday evening) was started at the insistence of Academic Affairs; generally, attendance has included most of the library staff, many of the faculty authors, a couple of administrators, and nobody else. The event possesses the potential to serve as a focal point for broader faculty and community engagement. SAPL and other entities should be invited to attend (and SAPL membership forms should conspicuously appear on tables at the event). Perhaps we should secure SAPL's consent to purchase the archived, signed copies of faculty publications as a way of promoting how SAPL's resources contribute to this event.

Jim also mentioned that a successful walking tour was developed for the Fortieth Anniversary celebrations and that it could be done on occasion, with no additional prep time or costs, perhaps as a fund-raiser for SAPL or as something available to the campus community on occasion.

Jerry encouraged Carol to get to know Bill Maxwell, longtime journalist for the *St. Petersburg Times* and a big fan of our library. He still spends time at his favorite third-floor perch. He would be a great potential speaker for SAPL and/or someone who might broaden SAPL's perspective by his involvement.

Kaya discussed the many successful programs launched under her direction, including the afternoon and evening lectures, science cafés, and programs combined with exhibits. Everyone in attendance agreed that these programs have enhanced the library's stature.

Carol asked if it would be reasonable to assume that the library could have one event (more or less) each month of the academic year. These would include lectures under Kaya's direction, Jim's lectures/events in Special Collections, possible SAPL-sponsored events, back-to-school receptions (such as the successful New Graduate Student Reception), and other events. Given the broad array of what we already do, Carol suggested that we consider developing an Events and Promotions Committee with librarian and staff (after receiving permission from their supervisor) involvement. There was interest in this idea, and Carol added that it might be advisable to give this Committee a charge or outline broad objectives.

Kaya's monthly washroom newsletter was noted as an effective way to reach library users, along with the online faculty newsletter. Carol stated that past concerns about branding and format standards at the system level were not as important as standards at the campus level. Those wishing to publish or disseminate official newsletters more broadly should contact Melanie Marquez. Jim added that he has served as editor and contributor to the USF Library System's *Off the Shelf* e-newsletter. He believes this is an important way to communicate our many accomplishments and activities with our colleagues at other USF libraries, the School of Library and Information Science, and university administration.

**Strategic Planning:** We have not engaged in detailed discussions about a library strategic plan in a while, largely because we have been waiting for guidance from USF St. Petersburg administration about the larger strategic document. We do, however, need some type of direction and it is better to be proactive in assessing our direction rather than reactive to others after they map a course with which we will have limited input. The general consensus is that we should move forward with some course of action. Carol added that

while at Regina, they discussed a move towards Strategic Visioning rather than Strategic Planning. Oftentimes, a “plan” written on paper is viewed by parties as a restrictive document rather than an elastic one, a document that constrains rather than frames. As a result, many such plans are crafted with such broad, all-encompassing statements and objectives that it becomes almost impossible for any action *not* to fit into the plan.

Carol wondered if it would be advisable to have a retreat with all staff in attendance. This could possibly occur on a day before spring classes begin (but after people return from annual leave for the holidays) or at another time when most if not all people could attend and we could close the library.

**Learning Commons:** Carol met with Ruby Qin of the Academic Success Center and later had a working lunch with Ruby and Cyndie Collins, Director of Academic Advising, to discuss possible agreements. She noted that space available in the Success Center’s current facilities is actually greater than what the library could offer under present conditions. Discussions will need to move forward to assure that any arrangement is mutually beneficial. Carol believes we should set up a committee—with library involvement—to consider issues related to how instructional support in the Academic Success Center can complement the role the library staff presently plays (such as the librarians’ expertise in plagiarism detection). Jim mentioned that his biggest concern was the ongoing “mission creep” and expressed his belief that this had great potential as long as it did not become a situation where other units expected library staff to carry their workload. Berrie added that infrastructure concerns also limited expansion of computers or other items without a reconfiguration of electrical and technical capacities. If we do move forward, there may be an interim solution but a long-range plan will require appropriate resources from elsewhere.

Carol suggested that Ruby attend a forthcoming Library Leadership Team meeting. All concurred that this was a great idea.

*For librarians’ calendars: Next meeting of LFC is Tuesday, September 15, at 2:00 p.m.*

Next meeting: Tuesday, September 8, at 2:00 p.m.

Meeting adjourned at 4:00 p.m.

Respectfully Submitted,

Jim Schnur  
Library Leadership Scribe