

## Preservation Discussion Group

### Pertinent trend:

- Providing staffing
- Recognition as important. Function
- Keeping up with new trends, applications (digitization not preservation)
- Funding/Accountability

### Staffing:

- Must have real people, not virtual
- Staffing turn over: documenting procedures
- Examining procedures on regular basis – distance plans
- Losing staff to retirement
- Appropriate training for new staff
- Mentoring of staff
- Making permanent position line(s) a priority for preservation

### Function:

- Possibility of HARLiC institutions sharing trained staff?

### Preservation & Persistence:

- Need for national digital preservation initiative; no national standard
- Patrons' demands for electronic access
- Electronic media formats no proven as stable, long term
- Education of need for preservation
- Need exists to not all save the same materials
- Working together in the HARLiC to foster development of at least regional preservation standards
- Communication, willingness to follow through and achieve workable consensus for plan
- Pitch to administration need to join preservation (i.e. Digital) trends

### Funding/Accountability:

- Education/communication with development officers and donors
- Risk if losing important assets (i.e. collections)
- Special collection materials as potential “ Money Makers”
- Forced to sell collections for maintenance of remaining collections
- Saving materials with intrinsic value
- HARLiC developed grant to survey members' collections – need to identify more grant opportunities.

## Web Management Discussion Group

- Open source , Tech trends
- RSS/BLOGS
- Distributed mode of updates
- Collaboration with our users
- Way to produce; way clients use the info provided
- IT/ PR/Collections (e-res)
- Service goals of a web site

### *Tech Trend*

1. Open source software/services PMP, MySQL, RSS, Blogs

### *Library Trend/Social Trend*

- Web skills/ mindset to library job descriptions
- Web skills added to job description encourage mindset
- Why? Need to remain viable/visible to our own web savvy clients

Trend: More & More library schools require HTML

Challenge: Expensive training (ongoing) may not be able to meet client's needs

Libraries can acknowledge budgeting and other needs and integrate

### *Social Trend/ Library Trend*

2. Disconnect (or connect) between what we think a site should be/do as opposed to what users think
3. Disconnect between what a librarian thinks a site should be/do versus what a user thinks
  - Relevance -- if we don't solve this, we'll drop further down "the list" of information sources

### *Open- Source Software*

4. Relevance - funding issues; new possibilities not available in proprietary Software; collections efforts; adaptability
  - Challenges \* need staff with skills to implement
  - \* Continuous training programs
  - \* funding
  - For (+) impl. – tech plan
  - Encourage/support/participate
  - Sharing among libraries
5. Future of ILS if everyone is " Googling"
  - Trend towards adding web skills to library job descriptions (also mindset)
  - Connection or disconnect between online and offline content
  - Digital Immigrants; Digital natives
  - Librarians own opinions about what website should be

- Collaboration
- Jargon

## Service Concepts as Influenced by Technology Discussion Group

### 1. Service Concepts

- Circulation
- Reference
- Ill

#### 1. Self service

- Hold
- Checkout
- Renewal by phone, online
  - a. Accommodate Users
  - b. Online tutorials
  - c. disaggregate – disseminate info

#### 2. New roles

- Library as place/facility
- Patron less dependent – where are computers
  - a. How to change behavior from bit and pieces - to detailed search - google elec. Database

New role – school – public – academic

- online gaming
- online tutorials
- new generation of tech savvy users i.m. inst missing
- user model collaborations get feedback from student workers frees up time

#### 3. Micro –Content

- Just one sentence
- Very focused slice
- Student end – time factor

- George’s quote “ change environment not people
- How to teach details/ context of info
  4. Info gathering ( bits and pieces)
  5. Trends are:
  6. Positive aspects :
  7. Google – data mining type of mechanism
  8. GO forward with web pages my library
    - Change perspective:
    - Fast answers
  9. AC – public library gives answers – don’t try to teach all the time
  10. Paraprofessional staff:

- No recognition
- Uss training
- 11. People factor
  - Welcoming place
- 12. Tech gives users
  - Personalized info
  - My Yahoo
  - My Google
  - Customization
- 13. Help personalize info
  1. Librarians - info. Filters
  2. My webpage
  3. Ill grey areas
  4. Copyright
  5. Email – speed good
  6. Illiad - Ill electronic transmission
  7. Restricted users

#### Trend I.

1. Summary:
  - Refine roles: bank tellers atm's
  - Expand roles: taking on new roles
  - Automate ref services
  - Checkout holds
2. Self service:
  - More training for users?
  - Elementary schools – public schools – academic
  - Education/collaboration
  - Train foot soldiers – give good service
3. Proactive guides:
  - Online and flf approach
  - E. g Prairie view sends topic to librarians

#### Communication with professors

##### Librarians and paraproff. staff collaborate

- Overlooked, under appreciated
- Sensitivity training
- Email suggestions
- Other models share responsibility
- Teach how to fish
  - a. learn
  - b. reciprocal feedback
  - c. joint meeting staff
- 4. Is there a need for HARLiC?
- 5. SIG spec interest groups
- 6. How to get patrons/ staff

7. New ways to communicate
  1. Librarians/users
  2. Librarians/staff
  3. Librarians/staff/users
8. Accommodate users needs for self service
9. reciprocal communication {staff/librarians}
10. self checkout/hold
11. Ill - desk top delivery
12. My yahoo – online tutorials , guides
13. Time- Answer questions no teaching

### **Building Renovations Discussion Group**

- Planning community with staff users
  1. Social/ Self service
    - a. Various reactions
    - b. Enough info to be able to do it yourself
    - c. Back up assistance
    - d. Reassurance that it is being done correctly
    - e. How to help navigate (maps – not everyone reads maps or instructions; sign color coding)
    - f. Use mix to address different types of users
    - g. Locations of self service - near available help; cross training for service & back – up
    - h. Need for flexibility in layout, furniture, data, infrastructure, wireless
    - i. Funding issue
    - j. Automation less staff need space for additional staff generation ( and social approach to self service)
    - k. Planning and renovating need to keep up w/future changes
    - l. Reliable equipment
    - m. Space allocation for print us electronic
    - n. Impact of wireless
    - o. Ill increase Ill use
    - p. Information islands – assistance where patron needs it  
Disney motto – anyone can help all staff trained to help
    - q. positive attitude of staff
    - r. staff involved in renovation ,helps them buy into renovation
    - s. all leads to self sufficiency, all leads to satisfaction and seamlessness
    - t. What does “circ” mean to a patron – terminology for librarians not public
    - u. Combine desk ( circ, info, ref)
    - v. Traffic patterns can aid or hinder self sufficiency

## Collection Development Discussion Group

### Library Trends

1. How is the trend relevant?
  - Types of Materials purchased
2. Training Staff to respond to patron's needs and understand where they are coming from/thinking.
  - Promote info. Literacy
  - Current user needs vs. collecting because someone might need
  - Funding - reallocation of traditional; budget
  - Collaboration
3. New Roles
  - New thinking – outside traditional when necessary
  - Understand why we collect, what we collect
  - Communicate w/patrons and selectors (online suggestion box)
  - Collection development librarians work @ reference desk
  - Consortia collections
  - Collaborative collection development
4. Examine HARLiC card
  - policies to make sure that all users have access
  - using it is simple make rules clear to users
    - Ex. University students can get a card immediately upon enrollment

## Technical Services Discussion Group

### Library Trends

- related to all areas
- increased need for technical info
- study of workflow issues
- stronger need for collaboration
- greater hardware needs
- increased training
- reprioritization of our work
- including T.S. needs in strategic planning
- symposiums, collaboration
- 

### Technology Trends

- workflow totally dependant on technology
- Consult with others depts. project mgt.
- opportunity for open source and metadata harvesting project
- Google initiatives

- Training and hardware support
- \$ Administrative support/funding
- use tech skills to better collaborate w. it staff
- cross training
- identification of mutual interest

### Research & Learning

- understanding changes in user needs/services
- increase our support for new library project
- providing access to special col. Digital projects
- Increased collaboration w/public serves. Staff
- continuing education

## **Fine Arts Discussion Group**

### Digitizing Resources

- guiding user
  - a. interactive warning (is this enough?)
  - b. Pay online for recording or printing
- Maximizing unique resources
  - a. What you own
  - b. Make accessible

Benefits:

1. Preservation
2. 24/7 access
3. PR/ improving public image
4. Self-service

Funding:

1. Specialized legal support
2. outside donations

### Collaboration

Benefits:

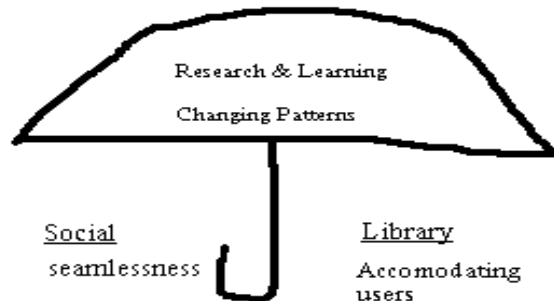
- Sharing (typical FAL's typically under funded)
- Professional development (FAL's typically work alone or in small groups)
- Reduce duplication in collection focus

### Maximizing value of shared resource list

- Searchable shared resource list (ala world cat)
- Blog – FA- SIG

- Notification of HPL's virtual reference service on university websites  
*The users are a research community.*  
*Do we collaborate enough with them?*

### Science Libraries Discussion Group



- Relevant?
  - a. Patrons demands: it's expected – it's available – it's used
- Positive Implications?
  - a. We needed: negotiate w/ publishers and venders
  - b. user education
- HARLiC
  - a. Institutional repositories
- Start: changing patterns
- End ; institutional repositories
- Challenges
  - a. resistance to open access (re: tenure, other issues)
  - b. Hospital/special libraries folding
  - c. copyright/ intellectual property
- Foster positive/ meet challenges
  - a. Build relationships
  - b. Foster institutional repositories
  - c. LOCKSS