

Present: Richard Cochran, Julia Buryk, Jodi Shepherd, Kristy Motz, Fran Rosen, Ann B., Deborah McGowan, Paul K., Melinda McMartin, Rick Bearden, Leah Monger, Maureen Watson.

At this meeting, Richard talked about ideas for the North Service Desk, and plans for a half-day "IT Retreat" on January 11<sup>th</sup>.

There is ongoing discussion with IT people about the North Service Desk. Plus IT is an area that we all have an interest in, so Richard feels we should spend a lot of time in January talking about general issues & about the North Service Desk. Richard hasn't made a decision about what to do about the NSD, but he listed some possibilities and noted that some have budgetary implications. He emphasized that these are not necessarily mutually exclusive, and the final solution could have parts from several of these:

1. Maintain Status Quo, and accept that IT will do things their way
2. Discontinue
3. Hire our own people to staff it
4. Prepare own own people to staff it; FLITE has a good record of training people to do IT work
5. Wayne State Univ model – desk is staffed by "Digital Librarians"

Richard wants us to think about these issues so we can talk about them on Jan. 11<sup>th</sup>. He said that Kriss Tessin has been working with Joe S. to prepare a list of expectations of what we expect NSD staff to do, and it isn't clear that student assistants can do all the things on the list without more training.

Richard said he has a concern about the distance between the SSD and the NSD and wants to think about putting everybody at the NSD. There would be a value in IT people seeing how librarians work, and this might help bridge the gulf between the librarians & the people doing IT support. This would require discussion.

There was some discussion, pointing out that we need to prioritize, that it would be best to fit what we do within a campus-wide plan for student IT support, and that we should have a statement of what services are provided by the NSD.

Richard said that the purposes of the retreat are to discuss:

1. Staffing of NSD
2. IT Issues/Plans/Aspirations

This will be an opportunity to talk about things. An example is using IM as well as chat, but there is lots to talk about, including priorities, and financial implications of some things we might want to do. Richard wants to focus not on how we do things, but what do we want to do?

Richard pointed out that we have some different ways in place to respond to ideas, such as:

1. Technology meeting
2. Web Development Team
3. FLAC
4. Department meetings
5. Portal Project Team

There was some discussion about strategic planning for the library. Richard pointed out that previously the UAP was a way that FLITE responded to priorities set by the Board of Trustees, but that doesn't seem to be happening this year. He said that for a while now the biggest thing we've been doing is developing FLITE and if we do a strategic plan, it should be as part of Division planning. Right now we are a bit on our own, which gives us the freedom to do some things but we don't want to move too far afield.

Deborah brought up previous discussions about the possibility of a new faculty position in the library, and Richard reminded us that positions tied to the growth model have been put on hold, and that there have been funding cuts in funds for the Divisions. We have not actually submitted a request for a new position.

We ended with some discussion about promoting the library with faculty, and faculty's role in promoting the library. We need to let faculty know what we do. Kristy reported that she had talked to Maude Bigford, and all the Honors' FSUS classes would do library tours next year because Maude has discovered that many of them don't come to the library on their own & expect her to make sure they get to the library.