

To: Library Administration
From: PSICC 1-2
Date: May 21, 2002
Re: Quarterly report of the Priority Strategic Initiative Coordinating Committee 1-2

Members: Lora Lennertz (Chair), Doris Cleek, Cheryl Conway, Usha Gupta, Lynaire Hartsell, Norma Johnson, Theresa Russell, Luti Salisbury, Ethel Simpson, Michele Tabler

The Priority Strategic Initiative Coordinating Committee 1-2 has been meeting regularly on the fourth Wednesday of every month. As the assignment for this committee was quite large, the group continues its work in two subgroups. Each subgroup forwards minutes of subgroup meetings to the entire coordinating committee. Individual subgroup activities are listed below.

User Needs Subgroup

Members: Gupta, Hartsell, Johnson, Lennertz, Tabler

This subgroup meets weekly on Monday afternoons and has focused on compiling a list of library products, services, and programs. We have defined products and services separately from tasks – our working definition, culled from business literature, for “product” is “a physical object which fulfills a need for the consumer” while the definition of “service” was “a product which for the most part is intangible.” “Tasks” support the creation and provision of products and services.

A copy of the Product and Services list is available on the Library StaffWeb. Please note that the list is incomplete and still in the developmental stage. Products are listed randomly under broader categories of Administrative, Collection, Facility, Instruction, Public Relations, or Miscellaneous and are also defined as having either an interior or exterior clientele and assigned a specific effected user categories.

In order to appropriately identify “user categories,” we edited the List of User Categories which was originally created by Initiative Review Group 1. The edited list is also available.

After completing our list of products and services, we began to formulate a list of library “programs.” Our working definition, obtained from education literature, for the term “program” was “a group of products, services and activities that 1) have common goals or objectives or 2) can be used to achieve common goals.” In this sense, “program” is not synonymous with “department” or “division” as programs exist beyond the boundaries of library departments.

We have drafted charts which describe the programs and their constituent products, services, and tasks. The programs we have identified are listed below. The underlined programs serve as overarching or primary programs and are represented by individual charts available through the StaffWeb.

<u>Administrative</u>	Computer Lab
Acquisitions	Delivery Services
Approval Plans	Development
Art Exhibits	Dissemination of Information
Bibliographic Instruction	Distance Education
Binding	Electronic Collections
<u>Branch Libraries</u>	<u>Facilities Management</u>
Cataloging	Friends
Circulation	Gifts and Exchanges
<u>Collection Access</u>	Good Will
<u>Collection Development</u>	Human Resources
<u>Collection Management</u>	<u>Instruction</u>
<u>Collection Processing</u>	InterLibrary Loan

Library Home Page
Multimedia
OPAC
Preservation
Proactive Preservation
Public Relations
Reference Desk
Repackaging

Reserves
Selectors / Selection
Serials
Special Collections
Stacks Maintenance
Staff Training
Storage Facilities
Student Training
Study Carrels
Web Resources

The following programs have been identified but have not been charted:

Theses and dissertations
Persons with Disabilities
Automation
Budgeting
Information
Shipping
Supplies
Key administration
Building security

The committee is seeking out additional input as to programs, products, and services which have yet to be identified.

Tasks Subgroup

Members: Cleek, Conway, Lennertz, Russell, Salisbury, Simpson

The task subgroup is charged with analyzing the activities that are performed throughout the library and determining which products and services are supported by these tasks. The task subgroup meets weekly on Wednesdays.

The group has begun to input task information into an Access database. Samples of the forms used to input tasks and position information are available for review on StaffWeb. The committee has input 955 tasks for 60 individual positions in 15 departments. Further work needs to be done to standardize tasks which are performed in more than one department. A spreadsheet of representative tasks is available.

enc. Product List
List of User Categories
Program charts -
Administrative Program
Facilities Management Program
Public Relations Program
Instruction Program
Collection Processing Program
Collection Management Program
Collection Development Program
Branch Libraries program
Sample Task Form
Sample Position Information Form
Sample Task Spreadsheet