

To: Library Administration
From: PSICC 1-2
Date: October 31, 2001
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 divided into three subgroups to work on specific initiative areas. Each subgroup forwards minutes of subgroup meetings to the entire coordinating committee. In addition, a bibliography of source materials relating to our initiative is being compiled and is available for review by the membership at <http://comp.uark.edu/~lennertz/psiccbib.htm> and is linked to the committee's library reserve page and to the library's staffweb page. The readings themselves have been placed on reserve at the Circulation Desk. Individual subgroup activities are listed below.

Physics and Chemistry Branch Review

Members: Cleek, Gupta, Johnson, Lennertz, Salisbury

The subgroup reviewed the proposal submitted to library administration by Usha Gupta and developed an addendum which was forwarded to the Dean of Libraries and to the committee liaison. The addendum suggested appropriate staffing of the two libraries as well as a timetable for the implementation of the automated circulation system and library administration of the Physics Library.

The group also met to discuss possible alternatives for the management of the Periodicals Department and drafted a memorandum to the committee liaison.

Members of the subgroup are continuing to assist in the implementation of both plans.

User Needs Subgroup

Members: Gupta, Hartsell, Johnson, Lennertz, Tabler

This subgroup meets weekly on Monday afternoons and is focusing on evaluating our available survey research and in providing recommendations to the group as a whole with regard to providing input on making the library organization more responsive to user needs.

The first task of the group has been to analyze the LibQual+ survey data. The group has made a preliminary review of the data and believes that the undergraduate sample was not representative

of the student population (when reviewed against the University IPEDS report). As we have a wealth of previous survey data focusing on faculty service perceptions, we have limited our initial review of the LibQUAL+ data to that population. The committee is comparing the faculty service perceptions from the LibQUAL+ with all previous surveys (1989-2000) and has begun listing significant actions on the part of the library to address issues presented in earlier surveys and in the LibQual+. The subgroup believes that communication of library activities and marketing of our services are significant issues in perceived service quality and is beginning to review library literature for marketing and survey response strategies.

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 the services that we provide to all of our client groups. The task subgroup meets biweekly on Wednesdays.

The subgroup has solicited from each library department the task sections from classified employee standards. The subgroup has yet to receive these pages from all departments within the library. Sample sets of task sections were given to the subgroup, at which point the subgroup felt that it was best to perform a preliminary review of the departmental mission statements. As mission statements were inconsistent in structure and function throughout the library, each member of the subgroup has begun reviewing and charting all tasks accomplished within her department. The subgroup is continuing to chart the tasks and to develop a methodology for maintaining and analyzing the data.