

**ARC Steering Committee Meeting Minutes**  
**April 9, 2008**  
**Mass College of Pharmacy**

**Present:**

Gwen Arthur, Clark University; Debbie Bockus, WPI; Irena Bond, Mass. College of Pharmacy; Margret Branschofsky, Tufts Veterinary; Jim Douglas, Nichols College; Jane Fama, U Mass Medical; Bob Foley, Fitchburg State; Jim Hogan, Holy Cross; Suzanne Hoey, Worcester Law Library; Barbara Ingrassia, U Mass Medical; Penny Johnson, Worcester Public Library; Louise Motta, Salter College; Callie Curran Morrell, Assumption College; Linda Oldach, Mt. Wachusett; Anne Pound, QCC; Ruth Pyne, Anna Maria; Dawn Thistle, Assumption.

**Called to Order**

Irena Bond, Chair, called the meeting to order at 9:05 a.m.

**Minutes** approved as with the following corrections:

Add Louise Motta (Salter College) and Penny Johnson (Worcester Public Library) as attendees to Feb. meeting.

Collection Management Committee will meet in Spring (not September)

**Advisory Groups and IG Reports**

Collection Management

No report.

Reference and Information Literacy

The next meeting will be June 12 at WPI on The Library's Role in First Year Experience and Orientation.

Archives and Special Collections

No report.

Professional Development

A survey was sent about programming. Exploring possibility of a half-day hand-on morning workshop focusing on new technology as well as developing a list of professional development websites that could be mounted on the ARC website.

Communications

The ARC 'rack-card' suitable for distribution to various external stakeholders, such as campus administrators, was reviewed with several changes suggested. Cost per card would \$.10. Institutions can order them from CMRLS 'on demand.' A copy will also be made available from the ARC website for copying/printing.

The Committee continues to work on a formal orientation 'packet' for ARC staff.

Governance

Nothing to report.

## Customer Service

The ARC Customer Service IG met on Friday, March 28, 2008 at Holy Cross.

The draft mission statement of the Customer Service Group was discussed and revised to read:

“The Academic and Research Collaborative (ARC) Customer Service Interest Group (CSIG) represents the rim in a wheel analogy, where Circulation and Interlibrary Loan is the hub. The spokes of the wheel are Reference, Collection Management, Communications, Governance, Professional Development, and the Steering Committee. The Customer Service Interest Group shall provide a rim of awareness on customer service issues and initiatives to the ARC member libraries and greater CMRLS community. This awareness will be accomplished through periodic meetings, the CMRLS ARC web site, Customer Service Interest Group blog, and other venues as appropriate which may include wiki’s, social networks, and the Central Massachusetts Regional Library System ARC annual meeting.”

The revised mission statement will be reviewed and discussed again at the next meeting.

Discussed using a survey format to identify what librarians know about technologies, what is used, what technologies librarians want to learn about, what other information is of interest to librarians in the realm of customer service. Discussed using Survey Monkey to distribute the survey and ARC-L list serve to publicize the survey. The timeframes for the survey are:

Creating Survey - Beginning of 2008 Fall Semester  
Publicizing Survey – First half 2008 Fall Semester  
Analyzing Survey – December CSIG meeting  
Write and Publish Summary – Spring 2009

Formulated questions for discussion of best practices using ILL/Circulation software programs. Participants will be asked to bring copies their current practices to the next meeting.

Barbara Merolli created a blog on the for the Customer Service Interest Group at <http://custsvcig.blogspot.com/>

Matthew Haggard set up a Facebook group called CMRLS ARC Customer Service Interest Group, with a link to the blog. Meeting notes will be available via either of these two sites.

The next meeting has been scheduled for Thursday, June 19, 2008 at 2:30 PM at CMRLS, 8 Flagg Road, Shrewsbury, MA.

## Professional Development

Invite other interested to join. A preliminary list of questions for a Fall survey will be posted shortly; feel free to add to it.

## Governance

Need to meet after the end of Spring semester to work on Strategic Plan.

**Old Business**

None.

**New Business**

A slate of candidates for officers was suggested: Jim Douglas for Chair and Gwen Arthur for Vice Chair. Both have agreed to serve should their nominations be accepted.

Irena Bond will work on organizing the Annual Meeting at Tower Hill.

**CMRLS Update**

The subscription to WorldCat was discussed. There was some concern that the usage statistics presented were 'off.' Before an equitable distribution of cost can be determined accurate usage statistics from each participating institution will need to be collected. Also, Dawn recalled that earlier discussions had included the possibility of phased re-distribution of costs to lessen what could be dramatic increases for some, particularly for the smaller institutions. The subcommittee will continue to work on the issue.

There were brief updates from member libraries.

Barbara Ingrassia and Jane Farma (Lamar Souter Library-UMass Med) gave a presentation on their library's Career Ladder/Promotion-in-Place program for Library assistants

The meeting adjourned at 11:30 a.m.

The next meeting will be the Annual Meeting/Social on June 11 at Tower Hill.

Respectfully submitted, Jim Douglas