

VALE Reference Services Committee Minutes
April 15, 2008
Princeton Public Library

Present: Jody Caldwell, Pat Dawson (Co-chair), Tony Joachim, Jane Kearns (Recorder),
Laura Kortz (Co-chair), Nancy Madacsi.

Agenda:

1. Minutes from December's online meeting
2. Co-chair situation
3. Current charge. Shall we leave it as it is?
4. QandA NJ: should we continue to try to recruit libraries? Is that a central focus of this committee?
5. Reference Services and Outcomes Assessment.

1. Minutes from December's online meeting

We will post minutes (based on Google chat transcript) for the December 2007 committee meeting on our website. Jane Kearns offered to create the minutes from Dec. 2007 Google chat.

2. Co-chair situation

Pat Dawson has offered to co-chair the Reference Services Committee with Laura Kortz. Laura is planning to step down as co-chair at the end of June. Tony Joachim has offered to step in as co-chair with Pat Dawson starting in July. The Committee and Liaison Guidelines from the VALE Executive committee were circulated by Laura.

3. Current charge

The members present agreed that the charge and goals the committee members discussed in October were appropriate (except goals 3 and 4 were merged) as follows:

“The VALE Reference Services Committee explores and recommends programs and services to the VALE Executive committee, which will enhance Reference Services to the New Jersey State Academic Libraries and our user communities”

To achieve this mission the Reference Committee has the following goals:

1. The Reference Services Committee will review, evaluate and promote innovative ideas and effective measures in the field of reference services.

2. The Reference Services Committee will evaluate the role of traditional reference services and the use of technology at the point of service; either in person to users, on-line to users or through other modes of providing Reference Services.
3. The Reference Services Committee will collaborate with other VALE Committees to provide members with opportunities for continuing education and professional development.

4. QandA NJ

Making this a focus is no longer central to the committee's charge. It was felt that attracting Academic Libraries to participate in QandA is important and is already being addressed.

5. Reference Services and Outcomes assessment

Laura attended RUSA at ALA Mid-winter and recommended looking at the document "Measuring and Assessing Reference Services and Resources: A guide" which was prepared by the ALA RUSA/RSS Evaluation of Reference and User Services Committee. Available at: <http://www.ala.org/ala/rusa/rusaourassoc/rusasections/rss/rsssection/rsscomm/evaluationoref/measrefguide.cfm>

Laura also circulated the article (PDF attached) :

"Using the Wisconsin-Ohio Reference Evaluation Program (WOREP) to Improve Training and Reference Services"

Novotny, Eric; Rimland, Emily

Source: The Journal of Academic Librarianship v. 33 no. 3 (May 2007) p. 382-92

The committee members present discussed the need for a post-QandANJ "product" to offer whether it's a program offering or something else. Having a "product" is also key to Recruitment to our committee. Tony Joachim said he would circulate the ideas which were brainstormed at an earlier Committee meeting.

One of the ideas put forward was looking at Reference Statistics collection and use by VALE Member Libraries. We discussed the article "Introducing the READ scale: Qualitative Statistics for Academic Reference Services" by Bella Karr Gerlich and G. Lynn Berard. The research was brought up by Pat Dawson at an earlier meeting and distributed by e-mail to committee members after our last meeting.

We discussed creating a survey to circulate to VALE member libraries to determine how academic libraries are collecting statistics and how they are using the information. The consensus was that this would be a good idea. The committee might create standards

from the survey information and offer comparisons/evaluations for individual institutions. The results could be shared amongst the 53 members of VALE.

We discussed using Survey Monkey which is free if you have under 100 responses. Laura said you can use Survey Monkey for analysis as well. Perhaps, consult assessment committee for advice on survey monkey and other tools available.

Committee members are asked to read the articles referenced and keep in touch using the Listserv to implement a plan going forward. We will try to get a program together for VALE User's Conference in January whether it's a speaker or program.

Other Items:

Partnering with other committees when appropriate was seen as important. Laura mentioned that the Bibliographic & Metadata Control committee wants to send a liaison to one of our meetings at some point.

Laura encouraged all members of the committee to join the VALE listserv. She will be sending out info on doing this.

Next Meeting:

Nancy mentioned that we should look at TokBox, an online meeting tool, for future meetings.

It was decided that we would try to meet after the next QandANJ managers meeting on July 24th, 2008, location TBD.