

**ACRL RBMS/SAA Joint Task Force on Public Service Metrics
Minutes of Telephone Conference
September 1, 2016, 9:05 a.m. CDT**

In attendance:

Christian DuPont

Amy Schindler

Brenda McClurkin (notetaker)

Sarah Polirer

Emilie Hardman

Gabriel Swift

Bruce Tabb

Tom Flynn

Beth Yakel

Brief Recap of SAA Open Forum and Task Force Meeting:

- SAA Standards Committee had no questions, all was good.
- Amy asked what a successful open forum would look like?
- Receive substantive comments
 - Number of people attending forums not a concern
 - Number of comments not a concern
 - We are looking for substantive comments
- More comments have come from SAA rather than RBMS (only 4-5 comments from RBMS)
- Comments are more affirmative
- Several institutions are starting to test the proposed metrics
 - Hopefully this experience will generate comments as well
- Had good turnout at forum and task force meeting
 - Some want to count citations/audience for document
 - Beef up introductory remarks to explain how to use document
 - Some felt we needed to do more on events
 - President of COSA attended task force meeting
 - Do we need to breakout instruction to its own domain?
 - How about online interactions
 - More challenging to construct
 - Few comments in this area
 - Amy: so few are collecting this data that they may not have opinion

Work Plan:

Rough timelines were discussed, including the path to final submission in April. The group agreed to have regular standing meetings on Friday at 4 p.m. EDT. We will schedule work section by section/domain. We will tackle more difficult sections/domains first: instruction, citation and digital objects. The need to beef-up the introduction was discussed and we agreed to come back to that later.

Comments Received:

Lots of comments were received during the review period, especially the forum, task force meeting, and the RAO session held at SAA.

- Reference transactions
- Use demographics
- Patron privacy
- How to address redaction
- Internal/external users (corporate & religious organization)
- Tools to capture information (beyond scope of document)
 - Template
 - Libanalytics/Aeon/Springshare
 - Will vendors incorporate standards into software reports
 - Atlas said “yes,” this is the kind of information we need from the community
- Penn Library facts report gives source of information
- Can reports include source?
- Hands on workshop for gathering information

Other:

- Christian emphasized the importance of the introduction
- Suggestion for participatory session for 2017, proposals due October 28
- Evidence-based library assessment
- RBMS
- Library assessment conference
- Develop flyer for distribution
- Reminder that mentions of standards are needed for our documentation (create new version 2 document)?
- Comment board still open, should we close it?
 - We don't want to miss any comments.