

**SAA-ACRL/RBMS Joint Task Force on Public Services Metrics
Task Force Conference Call
September 10, 2015 / 1:00-2:00PM EDT**

Present: Amy Schindler, Christian Dupont, Moira Fitzgerald, Gabriel Swift, Elizabeth Yakel, Tom Flynn, Sarah Polirer

Absent: Emilie Hardman, Jessica Lacher-Feldman, Bruce Tabb

Note taker: Sarah Polirer

Agenda

- I. Welcome
- II. Select Recorder
- III. Survey Update
- IV. Conference Proposals
- V. List of basic standards and plan for work sessions on the same
- VI. Announcements and Other Business

Meeting Minutes

I, II. Meeting was opened by Amy Schindler at 1:00pm EST.

Amy Schindler opened the meeting by reviewing the agenda items and recorder selected.

III. Survey Update

Amy presented the results of the survey that is posted on Google Docs to date. The survey is to provide input into the standard and ensure that the work to date is on the right track.

Results to date are exceeding expectations with 242 responses. Eventhough we do not have the pooled number, based on other surveys 242 is a high number of responses.

- Recruitment:
 - o ACRL Leads (section and other leaders), Assessment list
 - o Targeted posts to SAA groups this week including --Reference, Access, Outreach; --Religious; --Government; --Local Government; --Business; --Museums; --Public Libraries; --Archives Management
 - o Worked: as we saw responses jump for all of these repositories. Business jumped from 2 to 17 responses with similar jumps for Museum, Govt, and Religious. Academic are back down to 51% of responses
- Reminder posts next week to RBMS & SAA again
- To those on Committee: Please share via social media if you follow any archivists & librarians
- Results: 242 responses;
 - o ARL is receiving less than 100 responses to the annual survey. The Taking Our Pulse report had 169 responses from the 275 institutions who received that survey.
 - o 88% are collecting data of some sort
 - o Lots of comments including affirming pieces:
 - **“I would love to see a common statistical standard developed, as well as more sharing of public service data between archival institutions. Our archives is particularly understaffed when compared with other regional institutions, and we try to use our data to make the case for additional staff and resources. I'd also be very interested in comparing our surge in email reference traffic with that experienced by other archives. If this data was standardized and shared, it would our benefit both our institutions as well as the broader profession.”**
 - o When the survey closes on 9/21, we'll save a copy in our folder. Then the work of coding and analyzing the responses will commence.

IV. Conference Proposals

Christian presented the upcoming conferences where the Committee should be on the program and potential options. The sessions could be any type of format and could present different aspect of the Jt. Committee project work: poster, survey results, open forum, round table, traditional session
As individual funding is still open at this time, committee members are unsure of final participation at conferences.

NEA Spring 2016 Meeting (Portland, ME 3/31-4/2)

Moira to follow-up with Bill Landis to availability and interested to participate in a session at at March meeting; Alternatively Emily and Moira, if available, could propose a session that focuses on our public services work if not a joint session with representation from the other task forces.

MARAC 2016 Spring Meeting (Pittsburgh, PA) – already closed

MAC 2016 Spring Meeting (Milwaukee) – deadline end of October 2016

RBMS June 2016, (Miami, FL)

Christian to follow-up re: session type; Moira and Gabrielle to speak with session organizers

CA - unknown

NC Spring meeting - potential

SAA 2016 (Atlanta, GA August 3,4,5)

Google work sheet available to become part of a potential session; Sarah to follow-up
There will be Public Forum session and Jt. Committee meeting

ALA 2016 (Orlando, FL)

V. List of basic standards and plan for work sessions on the same

Basic Standards layout was confirmed by those who attended the Jt. Committee meetings at SAA
Basic Frame work for each Domain:

Basic Measure: practical, easy measure

Buildout definitions, guidelines/instructions on how to count, examples

Advance Measure

Recommended Measure

Examples

Feedback from those that attended this meeting agreed that the joint/team editing meetings via Skype group chat worked are going well and are productive. Friday afternoons at 3EST seems to work well for those polled the meeting; will also determine if another day/time will also work. Those who can attend will drop into meetings. Christian to collect everyone's Skype address.

With no further business, meeting was adjourned at 2 pm EST.