

**SAA-ACRL/RBMS Joint Task Force on Public Services Metrics Task Force  
Conference Call  
Friday, December 4, 2015, 2pm Eastern / 1 pm Central / 11am Pacific**

Present: Christian Dupont, Tom Flynn, Sarah Polirer, Amy Schindler (recorder), Bruce Tabb, Elizabeth Yakel

I. Welcome

II. Select Recorder

III. Working Session on Reference Transactions

Reviewed notes and discussion from meeting at SAA about reference transactions. Issues discussed included accounting for the complexity of an interaction (example: transaction vs. interview), what is and is not a reference transaction, basic vs. advanced measures, how received, demographic information, time spent. The group edited and discussed the draft document (See Google Docs for work in the Reference Transaction section).

IV. ALA Midwinter Meeting

Christian is confirming the meeting time of Sunday at 1pm Eastern. Does not yet have confirmation on date and skype kit. Envision another working group session. Christian will review document and try to identify some sections ripe for in-person conferral. Expect there will also be a three-way information sharing session with the other SAA-ACRL/RBMS Joint Task Forces.

Other 2016 meetings: please add your intended attendance for ALA Midwinter, RBMS, ALA Annual, and SAA to the spreadsheet at

<https://docs.google.com/spreadsheets/d/1CBPnis8b17vsbtfle7LPI566YWMdp-3PPAx2IGAMI68/edit?usp=sharing> .

V. Survey

No update on report or analysis. Amy will review responses for examples of how other folks handle reference transactions.

VI. Updates on Presentations at Professional Meetings

NC & SC joint meeting: Tom cannot attend for personal reasons, but will share some information with other possible presenter.

RBMS: Christian did not hear back, but will check-in with those folks in January at Midwinter.

NEA: Uncertain. Ask Emilie.

SAA 2016: Should plan to develop a list in early 2016 for a list of sections and roundtables to offer a presentation to for the meeting in Atlanta.