

**SAA-ACRL/RBMS Joint Task Force on Public Services Metrics
Task Force Conference Call
December 12, 2014 / 3:00-4:00PM EDT**

Present: Christian Dupont, Emilie Hardman, Tom Flynn, Sarah Polirer, Amy Schindler, Bruce Tabb

Absent: Jessica Lacher-Feldman, Moira Fitzgerald, Gabriel Swift, Elizabeth Yakel, and John Bence (Standards Committee Liaison)

Note taker: Emilie Hardman

Amy and Christian initiated a discussion accelerating progress on the domain documents:

<https://docs.google.com/document/d/1KnJokVsKkp4ZISISH9668aRvovVnrjCWsWhRLI06mw/edit?usp=sharing>

General agreement that we have the right domain areas defined; less surety that we have the right number of people working on each domain.

- Hoping to pick up the pace of work and see some progress in the documents by early January.
- Should these groups be narrowed down to a smaller number of people to facilitate work?
 - Members should feel free to remove themselves from groups they feel over-extended. All are welcome to join in on second pass through the domains and/or make comments and suggestions on the documents for any domain area.
 - Ability to comments is definitely open to all, regardless of group affiliation
- Should a coordinator be appointed for each domain area?
 - Yes. These roles need not be fixed throughout our process, but to move things along, each member on the call took on an area:

Collection Use =Sarah
Event/Activities= TBD
Reference Transactions=Amy
Reproduction/ILL=Bruce
Users/Customers=Emilie
Visits=Christian
Website=Tom

- Amy will add emails for each member to the sign-up sheet. Next week by Wednesday coordinators should plan to send a message around to solicit feedback on these domain areas and get their group rolling.
- Suggestions made for Process/Logistics/Workflow on domain documents:
 - Each person may choose to contribute in their own way perhaps using different colors for the text they add?
 - Remember that Google Docs does track changes and ascribes them to the person who had made them as long as they have been made while signed in.
 - Note: If anyone has questions about how to use Google Docs, please write into the JTF listserv and we'll use the shared expertise of the group to answer and help.

Christian reviewed the areas that were pasted into the domain documents (see: <https://docs.google.com/document/d/1KnJokVsKkp4ZISISH9668aRvovVnrjCWsWhRLI06mw/edit?usp=sharing>)

Amy suggested that 5 and 6 might be good to generate prompts for conversation at Midwinter. Groups should not feel limited to working in number order, but may find 5 and 6 most challenging. This can be good fodder for our group meeting.

January Midwinter

Scheduled for Sunday, Feb. 1 at 1-2:30p.m, in Swiss Hotel in Chicago. (Most of the rest of the RBMS meetings will be in the nearby Sheraton).

Agenda to be determined:

- Proposal to meet together with the Collections counterpart at the beginning and then mostly meet as a PS taskforce at the end for the bulk of the time.
- Suggest sending out domain progress updates prior to Midwinter to generate conversation and identify challenging areas.

Midwinter attendance:

Amy
Bruce
Christian
Emilie
Sarah=no
Tom=no
Beth?

Gabriel?
Jessica?
Moira?

Do we need a conference call in advance of the meeting?

- General consensus was no. Focus on domain area groups and conversation within them. Note that groups should come up with their own strategies for communication: connecting via Google Hang Outs, email, local conference calls, etc. NOT using the SAA call-in line.