

**Academic Taskforce Conference Call
February 8, 2008**

Meeting was called to order at 10:05a.m. by Diana Sachs-Silveira.

Academic Desk Taskforce Members in attendance:

Juana Careaga, Florida Keys Community College (Chair)
Judy Born, Manatee Community College
Caryl Harris, Lake County Library System
Chad Mairn, St Petersburg College
Debora Stewart, Palm Beach Atlantic University

Not attending:

Pam Beegle, Nova Southeastern University
Sandy Hawes, Saint Leo University (sent in comments ahead of time)
Rob Krull, Palm Beach Community College
Jana Ronan, University of Florida

The meeting began with Diana reading comments sent in from Sandy Hayes in regards to the academic desk. She expressed that the level of confidence has been increased and she has gained a better understanding by having the academic desk.

1. Revisit initial questions:

a. Is there a demand with Ask a Librarian users and/or librarians for an Academic Desk?

The group felt there was a need to continue the academic desk. The librarians from both public and academic libraries appreciate having the separate desks. Staffing has been an issue and for some of the academic desk. Diana asked for all staff to contact them when they are unable to work or if the other person is not picking up questions. Lucy mentioned that the feedback to CCLA has been all positive.

b. What hours would the desk need to be practical?

The discussion to have the hours expand beginning 8 or 9am was brought up and Lucy responded with a reply of our stats showing an increase in usage between 8-11am and then fall gradually after 5pm. It seems that the busiest time falls between 11am-5pm. The group asked if we could open earlier and later until 5pm. Diana will look into recruiting more staff members in order to expand the hours. For marketing purposes, we would also need to expand the hours of the cooperative desk if desks open before 10am.

c. How would this desk be staffed?

The group felt that the desk should continue to be staffed by academic librarians.

d. Should Ask a Librarian have an academic desk?

The group agreed with the continuation of the academic desk.

2. If answer to 'Should Ask a Librarian have an academic desk? is yes:

a. Do we feel comfortable moving the Academic Desk from pilot project to an official queue of Ask a Librarian?

The group all agreed that the Academic Desk has been very successful and we should now change it from a pilot project to a permanent part of the Ask a Librarian service.

- b. What changes do you recommend? What should AAL strive to achieve with this queue?

The only changes are to increase the hours. A survey will be sent out to the librarians staffing the desk regarding the change of hours. We will also continue to recruit more academic libraries. The current members are willing to assist with the recruiting process by encouraging librarians to jump on board.

To explore customizing the FAQ section on entry point page, to include Academic Desk information for academic libraries.

- c. What does success look like?

The success will be provided through the results of the survey which will be administered by Diana. Lucy mentioned that the previous satisfaction survey results from September were neutral with all audiences. Future survey will look at results for Academic, Collaborative and joint-staffers in terms of satisfaction with the Academic desk.

3. Other discussion:

The question was asked about the status of the desk's funding. Diana explained that we will continue to operate with a grant provided through the Florida Electronic Library which is currently being completed for the year 2009.

Meeting adjourned.