

Introduction

The proposal process is intended to encourage innovation, communication, collaboration, and accountability.

- Any library staff member may make a proposal.
- While it is meant to be a low-barrier process, it is important that proposals are 1) thoughtful and 2) shelter key staff from the additional work of following up on incomplete proposals.
- Each proposal will be made available on the PSLG staff web site promptly, with its status clearly indicated.

This process, with clear outcomes and decision making, will help PSLG and all of Public Services achieve its goal of more transparency in decision making.

Scope

Proposals may be submitted by any member of the MIT Libraries staff. While they do not need to be limited to the scope of the Public Services Directorate, they should focus on ideas concerning services to our community that require cooperation across Public Service units.

The Proposal Process serves as one way to bring new ideas forward for consideration. Contacting other groups in Public Services, your supervisor, and/or managers in affected units continues to be a way to suggest improvements or new services that is often effective and appropriate.

The Process

An example of a completed proposal is provided at the end of this document. Staff interested in making proposals may contact any PSLG member for advice.

All submitted proposals will be reviewed by the Associate Director for Public Services to ensure necessary information is provided and clear. If information is missing or unclear the ADPS will follow-up with submitter.

All complete submissions will be brought to the next PSLG meeting whenever possible based on existing agenda topics and the proposal's time sensitivity. Either the submitter or the ADPS can request that a proposal be reviewed via email if quicker action is needed. Every effort

will be made to have PSLG review the proposals within the next two meetings following submission.

PSLG will review all proposals and will refer proposals to other groups in Public Services, e.g., the ISG or CFG, or to groups outside of Public Services, e.g., DLG/TSAC, as necessary. PSLG will articulate where decision making authority lies for each proposal.

Each proposal will be listed promptly on the PSLG web site with its current status and date. Possible statuses are:

- Submitted
- Scheduled for Initial Review
- Declined
- Deferred
- Further Investigation
- Implementation
- Completed

The status will also include appropriate explanatory information if necessary.

Proposals should provide the following information:

- Date submitted:
- Submitted by:
- Supported by: (Specific staff members, library groups, patrons, etc.)
- Proposal Name:
- Proposal Description:
 - What is it?
 - Why should we do it? (for example: service improvement, relates to strategic plan, etc.)
 - Is there any data available to support this proposal?
- Potential Stakeholders: (check box, choose all that apply)
 - Faculty, Graduate Students, Undergraduate Students, Libraries Staff, MIT Staff, Alumni, Other
- Dependencies on other Services/Initiatives (if any)
- Time Sensitivity (if any)
- Other Comments: (if any)

Email completed proposals to the Associate Director for Public Services.

Proposal Example

Date submitted: 11/1/2005

Submitted by: Christine Quirion

Supported by: Dewey Library, Document Services

Proposal Name: ILB Pick-up at Dewey

Proposal Description:

We would like to offer patrons the opportunity to pick-up ILB materials at Dewey Library in addition to Hayden. With Illiad we will be capable of allowing the patron to specify pick-up location. Anecdotal data from both Hayden and Dewey support the desire and need for this option. Roughly a third of the physical materials obtained by ILB are requested by the Dewey community. This makes Dewey the most likely candidate to serve as a test. This would also reduce the burden on Hayden desk staff. If successful, we may want to expand this service to additional locations.

Potential Stakeholders:

Faculty, Graduate Students, Undergraduate Students, Libraries Staff, MIT Staff

Dependencies on other Services/Initiatives:

Illiad implementation, Delivery Services staff, ILB staff and Dewey circulation staff

Time Sensitivity: Illiad is going live in February 2006 and we'd like to roll out this option at the same time.

Other Comments: