

9-22-2006

Public Services Working Group Minutes for September 22, 2006

Consortium of Academic and Research Libraries in Illinois

Follow this and additional works at: <http://digitalcommons.carli.illinois.edu/pswg>

 Part of the [Library and Information Science Commons](#)

Recommended Citation

Consortium of Academic and Research Libraries in Illinois, "Public Services Working Group Minutes for September 22, 2006" (2006). *Public Services Working Group*. Paper 9.
<http://digitalcommons.carli.illinois.edu/pswg/9>

This Article is brought to you for free and open access by the CARLI Committees at digitalcommons@carli. It has been accepted for inclusion in Public Services Working Group by an authorized administrator of digitalcommons@carli. For more information, please contact mchamber@uillinois.edu.

Public Services Working Group Minutes

September 22, 2006

Illinois State University

Environmental Scanning

1. Large numbers of transfer students
2. Non-traditional students
 - new services, expanded hours
3. Stronger inter-institutional partnerships
4. Distance/Blended learning
 - delivery of materials
 - collaboration with instructors
 - ask away chat
5. Funding
 - lack of institutional understanding
 - cut to materials
 - loss of positions/staff
 - inability to expand resources/services
6. Old Facilities
 - lack of space for collections, study areas, impact on student retention
7. Next Generation Learning styles
 - branding
 - learning commons
 - redesigning libraries
8. Technologies
 - new/redesigned instruction
 - need familiarity with distance learning technologies/web site/tutorial production
 - staying current with technologies
 - web site design-who does it?
9. Creating responsive organizations in response to all of the changes.
10. Changing needs of faculty
 - open source
 - SPARC-digital archiving
 - copyright
 - support for collaboration in teaching/learning
 - workshops for faculty about library services, resources
11. Information Literacy on Campus
 - models for teaching
 - integrating info lit into curriculum
12. Library Staff
 - new technology skills required
 - necessity of integration of library and IT
 - aging of profession

- professional development designed for both libraries and for staff well being
 - development of front line staff
13. Library Science Education-Making it relevant
 14. Changing Staffing models
 - circ/ref combined
 - diversity of staff

Implications for Public Services

1. More Outreach
 - awareness of student/user needs, styles
 - how to market/advocate
 - how to implement
 - how to organize library to do this
 - conducting focus groups (for awareness)
2. Ongoing Assessment and Action
 - systematic and regular
 - strategic planning
3. Creating positive, optimistic working environments
 - support for Prof. development
4. Instruction, special outreach to transfer students
5. More flexible and expandable to meet changing user needs
6. Expanding distance learning possibilities
7. Staying current with technologies
8. Doing more with less?
9. Redesigning next generation reference services
10. Integrating new technologies into public services operations
11. Collaborating more closely with faculty
12. Integrating info lit into the curriculum
13. Unmediated ILL
14. Self checkout

Recommendation for OUR CARLI

1. Folders"- online containing useful information
 - content
 - place for conversion
2. Conferencing technologies
3. Coordinating sharing of expertise
4. List of experts
5. Consultancies-Volunteers
6. Regular Series of Programs and presentations and Workshops
 - publicizing them and other non-CARLI programs
7. Listserv for Public services issues
8. Collaboratively created assessment tool for info lit

9. Interpreting and using assessment info
10. Collaborative creation of Public Service assessment instruments
11. Survey of Prof. developmental needs (see OCLC survey)-other national surveys
12. Public Service retreats within individual libraries about creating positive environments
13. CARLLI Conference on Public Services
 - at ALA
 - CARLI Membership Meeting