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## Public Services Working Group Minutes for October 10, 2008

Consortium of Academic and Research Libraries in Illinois

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## Public Services Working Group Minutes

October 10, 2008

CARLI Office - Champaign

**Members present:** Annie Armstrong (University of Illinois at Chicago) by phone, Kelly Fisher (Eureka College), Dave Green (Northeastern Illinois University), Lisa Hinchliffe (University of Illinois at Urbana Champaign), Sarah Laaker (John Wood Community College), Greg MacAyeal (Northwestern University), Susan Tulis (Southern Illinois University Carbondale), Michele Ukleja (William Rainey Harper College), Dane Ward (Illinois State University) by phone

**Staff attending:** Elizabeth Clarage

**Absent:** Jennifer Masciadrelli

Introductions were made

Agenda was reviewed

Minute taker was assigned—Michele Ukleja

### **Old Business:**

- Basics of Copyright and Course Reserves Program

The Program has been approved by the Program Planning Committee with the caveat that a disclaimer be added to the registration and the packet materials that we are not providing legal advice. The date will be March 20, 2009 at the University of Illinois at Chicago Student Center East Building. Thomas Lipinski will be the leader/presenter of the workshop.

- PSWG Group Charge

The I-Share User Group (IUG) is having all its sub-groups review and if necessary revise their charge. The IUG Instruction team is reviewing its role within IUG and within CARLI. One question it is reviewing is what is its relationship with us?

Carlos Melian, the chair of IUG has talked to Dave and his understanding is that the IUG Instruction Group will revise its charge but will not request any change in relationship within the organization.

There are unresolved questions in our group on the IUG Instruction Team role as well as our group's role. The group decided to review our charge and discuss at our next meeting.

### **New Business:** Firming up event plans for this year

The group discussed/brainstormed ideas for the upcoming year with a round-robin from those present about programming and our role. Items discussed included:

- Our continuing education role
- Forums on issues
- Advising the board on issues related to public services
- Possibilities for the upcoming year included 'roadtrips' - going out and seeing what other libraries are doing, possibly progressive visits (two institutions in one day, morning / afternoon), group discussed the needs of goals and structure of "open houses"

- Creating a new service such as a BOT that would help with reference referrals (possibly with an LSTA grant?)
- Use of LibGuides and its many uses (embed chat reference in all guides, RSS feeds, IMing) possibly work with the Instruction Group?
- Creation of a web resource on public service tools, concerned raised about who would update
- Consultants to small libraries to discuss developing initiatives at their own institutions
- A Program that addresses the leadership of our libraries. How are we addressing the skills literacy of our front line people? A summit—intense discussion about leadership roles—this could be useful for those who are in management positions
- Have various institutions demonstrate how they are implementing Web 2.0 tools
- Where are libraries going to be in the future? Forecasting/prototyping—predicting the future. Creating resource lists Prototyping new services—a group of libraries working together
- The Anthropology study that was mentioned at our last meeting. Perhaps we could do this next year?

The group discussed if the road-trip/open house idea was "enough" for the group to do this year? Consensus was that if planned well, it could set up a standard for an ongoing series. This type of programming would help build the community among those that work in public services.

#### **Concerns include:**

- We wouldn't want CARLI to schedule things on the same date.
- We want to have institutions in different geographical areas of the state.
- We may want to try to find "cutting edge" libraries.
- We shouldn't try only to find the best of the best—building community is also important.
- Libraries could address issues that they are struggling with and what they are doing to address them.
- A series of three days (with a possibility of more than one location on a date) seems do-able.
- Discussed if this would need to go to the program planning committee for funding. If we are not asking for money then, no.
- Smaller institutions may have innovative programs as they don't have as many resources.

What do we want to focus on? Broad goals:

- Build community
- Highlight new resources
- Build a program that highlights the participation and contributions of the smaller institutions—build them up!
- Share ideas
- Sharing of work practices
- Focus of a new service
- Try to draw people from institutions that don't normally participate
- Work structure

The group decided to set up a subgroup of three people to develop an implementation plan. Lisa, Sarah, Susan, and Elizabeth will work on this and report back to the larger group.

Meeting dates? Conference calls for each date:

Friday, November 21 1:30-3:00 pm

Friday, January 30 1:30-3:00 pm

Friday, March 27 8:45-10:00 am

Friday, May 22 pm 8:45-10:00 am

Meeting concluded at 1:37 pm

Minutes respectfully submitted,

Michele Ukleja