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# Public Services Working Group Annual Report Fiscal Year 2009

Consortium of Academic and Research Libraries in Illinois

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**CARLI Public Services Working Group  
Report of Activities, 2008 – 2009**

**Members:**

Dave Green (2007-2010), Northeastern Illinois University, Chair  
Sarah Laaker (2007-2010), John Wood Community College, Chair-Elect

Anne Armstrong (2006-2009), University of Illinois at Chicago  
Kelly Fisher (2007-2010), Eureka College  
Lisa Janicke Hinchliffe (2008-2011), University of Illinois at Urbana-Champaign  
Greg MacAyeal (2006-2009), Northwestern University  
Susan Tulis (2008-2011), Southern Illinois University Carbondale  
Michele Ukleja (2008-2011), William Rainey Harper College  
Dane Ward (2006-2009), Illinois State University

Staff Liaison: Elizabeth Clarage and Jennifer Masciadrelli

**FY 2009 Timeline of Activities:**

9/25/2008: Committee Telephone Conference Call  
10/10/2008: Committee face to face meeting at CARLI office  
10/24/2008: Breakfast meeting of Chairs of CARLI Committees, Working Groups,  
Users' Groups, and Teams preceding the CARLI Annual Membership  
Meeting  
11/21/2009: Committee Telephone Conference Call  
1/30/2009: Committee Telephone Conference Call  
3/27/2009: Committee Telephone Conference Call  
4/7/2009: Committee Telephone Conference Call  
5/4/2009: Committee Telephone Conference Call  
5/22/2009: Regional Open Houses at Illinois State University and Heartland  
Community College  
5/29/2009: Regional Open Houses at Quincy University and John Wood  
Community College  
6/24/2009: Regional Open House at Northwestern University

## **Narrative:**

In order to determine what the committee would focus on this year, the group spent considerable time in initial meetings reviewing their charge, feedback from previous CARLI workshops and meetings and public service issues common to all member libraries. From the first two meetings, a list of important issues and themes of concern to public services were developed, including:

1. Programs focusing on electronic resources acquired by CARLI (WebFeat, VuFind, WorldCat Local Project)
2. E-reserves (including copyright implications and handling problems with patrons)
3. Suggestion to revisit topics that arose from last year's CARLI PSWG sponsored IACRL Pre-conference (notes were distributed to the group from the IACRL pre-conference)
4. Doing away with reference desks, merging circulation and reserves and the overall idea of where we should go with our organizational structures
5. Sharing ideas about what libraries are doing (through fieldtrips/showcases)
6. Textbook policies
7. Information literacy core course, credit courses
8. Embedded librarian: how the library can support the online learner
9. Rethinking library policies in general to suit the changing needs of users (this could be an umbrella theme including textbook policies, cell-phone policies, and any other service or policy that could be reengineered to better suit user needs and expectations)
10. University of Rochester Anthropology study: the ethnographic study conducted at the University of Rochester to study how people really do research. A few Illinois schools have won an LSTA Grant to conduct a similar study assessing user needs and expectations.
11. Connecting 9 and 10 above: How we need to rethink our approaches to various services and practices based on the data from the upcoming member LSTA Grant.

In subsequent meetings, many members felt it was time to experiment with a new venue for member libraries to share information, ideas, and discuss issues. There was strong support from everyone that it was time to try scheduling "road trips" to select libraries who would host open houses to support discussion and the exchange of ideas.

The "open house" idea included these considerations: 1. We would not want CARLI to schedule things on the same date. 2. We want to have institutions in different geographical areas of the state. 3. We may want to try to find "cutting edge" libraries. 4. We should not try only to find the best of the best—building community is also important. 5. Libraries could address issues that they are struggling with and what they are doing to address them. 6. A series of three days (with a possibility of more than one location on a date) seems do-able. 7. Discussed if this would need to go to the program planning committee for funding. 8. Smaller institutions may have innovative programs as they don't have as many resources.

A subcommittee of three members, Lisa Hinchliffe, Sarah Laaker, and Susan Tulis, with help from Elizabeth Clarage, volunteered to work out the details of the plan and present it to the committee at the next meeting. From their recommendations and fine work, the committee set about organizing open houses in three distinct geographic areas of the state. The goals of these open houses were:

1. Build community
2. Discover new resources
3. Build a program that highlights the participation and contributions of the smaller institutions
4. Share ideas
5. Sharing information on work practices
6. Discover new services or new ways to implement traditional services
7. Draw people from institutions that don't normally participate

As of the time of this writing, the results are not yet known how effective this new venue is. As requested by the CARLI Program Planning Committee, the PSWG is planning on small focus groups of some of the attendees of the Regional Open Houses in addition to the traditional paper evaluations. However it turns out, I am greatly appreciative of this committee's willingness to try new and innovative ideas.

In a carry-over of planning from FY2008, the PSWG in conjunction with the I-Share Users Group sponsored a workshop, "Copyright Basics and Library Reserves." This program was held at the Student Center on the University of Illinois at Chicago campus on March 20, 2009.

### **Future Planning:**

As can be seen in an earlier section of this report, there are many potential issues and themes of concern that could be pursued this coming year in the format of a workshop, conference, or even more open houses. One possibility for next year is holding a one day conference on the results of the anthropology research project which is being done in Illinois. Also, after the open houses are all completed and they are assessed, other ideas and opportunities may arise.

Respectfully submitted,  
Dave Green, PSWG Chair 2008-2009