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Public Services Working Group Minutes for August 28, 2009

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Public Services Working Group (PSWG) Minutes

August 28, 2009

CARLI Office, Trade Centre Building

Members attending: Kelly Fisher (Eureka College); Dave Green (Northeastern Illinois University); Sarah Laaker (John Wood Community College), Chair; April Levy (Columbia College Chicago); Matthew Rutherford (The Newberry Library), by phone; Susan Tulis (Southern Illinois University Carbondale); Michele Ukleja (Harper College).

Members absent: Lisa Janicke Hinchliffe (University of Illinois at Urbana-Champaign); Bruce Stoffel (Illinois State University).

Staff attending: Elizabeth Clarage; Jennifer Masciadrelli, by phone.

Sarah Laaker, Chair, called the meeting to order at 10:05 am and Susan Tulis agreed to be the minute taker. Each member introduced themselves and mentioned something they are currently doing/dealing with at their institution that relates to public services.

Elizabeth Clarage reviewed how the Public Services Working Group (PSWG) communicates as a group. There is a PSWG wiki and each member has a password. (<http://wiki.carli.illinois.edu/pswg/>). In addition, each member is registered on the pswg listserv (pswg@carli.illinois.edu), a private listserv for the Public Services Working Group. There is a public listserv for CARLI on the topic of Public Services named PubServ-ig. It is an open email discussion list that anyone can join. It is for people interested in issues related to all aspects of public service operations. You can get to it from the main CARLI page, under the Email Lists link, located on the upper right. You must be a member to post to the list.

The working group looked at the issues identified last year as important and themes of concern to public services. These issues are identified in the PSWG's 2009 Annual Report. Since last year we focused on the open houses we did not address many of these issues. The list of issues is still of interest to the working group members.

It was suggested that we might work on collecting various library policies so that you don't have to start from scratch or a way to justify that you aren't doing something totally new. PWSG thought this was a worthwhile project but there were details still to be worked out. Who gathers and posts them? The PSWG or do you let anyone post anything? How would advertise that we are collecting such policies? Where would we post them?

Another suggestion was that maybe the PSWG could post tips in the CARLI newsletter. Most of the working group members are using LibGuides – maybe this was something we could help educate others on.

PSWG discussed the regional open houses that took place last May and June. While attendance was low in some areas, all thought it was useful to talk to their colleagues. It was unclear whether we have to conduct focus groups on the open houses or if we could send a longer questionnaire to attendees. After more discussion it was decided that we would try to do 1-2 open houses in the coming year.

Dave Green updated the working group on the Anthropology study that he is spear-heading. NEIU received a

research grant to conduct an ethnographic study of academic research habits of minority and underserved student populations in Illinois. The study will focus on various undergraduate student populations at five Illinois institutions (NEIU, Depaul University, Illinois Wesleyan University, the University of IL at Chicago, and the University of IL at Springfield). A one-day symposium will be held at UIC where the five participating libraries, along with Nancy Foster, Lead Research Anthropologist, can report their findings, and show libraries how they can use this anthropologic approach to access users' needs.

Decisions

The group will rotate recording the minutes in alphabetical order beginning with Susan Tulis.

We will focus on three items for the 2009/2010 year:

1. The Anthropology study/symposium that Dave Green is spear-heading. PSWG will work with this study group to assist with publicity, help with registration, creating packets for attendees (e.g. create a definitions sheet), host a lunch table around a specific topic, etc.
2. Serve as a clearinghouse for library policies related to public services.
3. Host one to two more open houses during the week of March 8 – 14, 2010. Kelly Fisher will see if Eureka College would like to host one, maybe in conjunction with ICC. Susan Tulis volunteered SIUC as well.

Meeting was adjourned at 1:43 pm.

Announcements

Tasks assigned

Jennifer Masciadrelli will put a link on the PSWG webpage to the PSWG's 2009 Annual Report that appears on the Board and Committee Reports page.

Elizabeth Clarage will contact Susan Singleton to follow-up on what is required of the working group with regard to the PSWG open houses held this past Spring. Once this is decided, Kelly Fisher, Michele Ukleja, and Elizabeth Clarage will work on either creating a longer questionnaire or plan focus group activities for the attendees. The entire working group will review whatever goes out to the attendees. April Levy has done focus groups and is willing to serve as a consultant if we go that route.

Michele Ukleja, Matt Rutherford, and Sarah Laaker will collect "our" policies and post them to the wiki. Depending upon the volume received, we might want to create categories when posting these policies.

Meeting Dates and Deadlines:

The rest of our meetings will take place via conference calls, with one scheduled per/month, tentatively looking at Fridays at 8:30 am. A survey will be distributed to finalize dates. It was also understood that we would cancel a monthly meeting if not needed and could schedule an in-person meeting if the group felt it necessary.

All working group members should send any policies relating to public services to pwsg@carli.illinois.edu by Friday September 11, 2009.

Minutes respectfully submitted,
Susan Tulis