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# Public Services Working Group Minutes for September 2, 2008

Consortium of Academic and Research Libraries in Illinois

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## Public Services Working Group Minutes

September 2, 2008

Conference Call

**Members attending:** Annie Armstrong (University of Illinois at Chicago), Kelly Fisher (Eureka College), Dave Green (Northeastern Illinois University), 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)

**Members absent:** Lisa Janicke Hinchliffe (University of Illinois at Urbana-Champaign)

**Staff attending:** Elizabeth Clarage, Jennifer Masciadrelli

1. Review of agenda
2. Introductions
3. Selection of minute taker: Annie Armstrong volunteered to take minutes for this meeting.
4. Selection of new chair: Acknowledgement of nomination of Dave Green as the new chair (no other nominations). Dave Green was elected committee chair.
5. Old business: Copyright Forum with IUG
  - a. A form has been submitted to the program planning committee to participate in a joint program with IUG.
  - b. The program planning committee wanted to know how legal issues would be addressed, and if CARLI legal counsel has been asked about legal implications. They would like assurance that legal advice will not be given. Susan Singleton will check with CARLI Legal Counsel on this issue. The planning group will clarify with the speaker that legal advice will not be given.
  - c. Date is March 20 and the room is on hold at UIC.
  - d. Speaker is Tomas Lipinski of University of Wisconsin-Milwaukee
6. Plans for this year, brainstorming:
  - a. The group reviewed past events such as last year's CARLI IACRL Pre-conference on "Leading While Libraries are Changing: Conversations about the Future of Academic Libraries," and the previous year's social technologies workshop.
  - b. Our charge and primary focus was discussed. In general, our charge focuses on public services issues effecting libraries throughout the consortium and professional development; how can we work together in public services programs and facilitate conversations.
  - c. Ideas suggested:
    1. Programs focusing on electronic resources acquired by CARLI (Webfeat, VUfind, WorldcatLocal Project)
    2. E-reserves (including copyright implications and handling problems with patrons)
    3. Suggestion to revisit topics that arose from last year's Pre-conference (Elizabeth emailed notes from the 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 numbers ix and x above: How we need to rethink our approaches to various services and practices based on the data from the upcoming LSTA Grant.
7. Next Steps: Review ideas in the minutes and discuss them through email before the next meeting.
8. Selection of meeting schedule: It was determined that we should meet in person once, likely in Champaign-Urbana, October 10th at 10:30 a.m.
9. Elizabeth/Jen will conduct a SurveyMonkey survey to schedule future conference call meetings (4 will be scheduled, aiming for Mondays and Fridays).
10. Adjourned

Submitted by Annie Armstrong  
September 2, 2008