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Public Services Working Group Annual Report Fiscal Year 2010

Consortium of Academic and Research Libraries in Illinois

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**CARLI Public Services Working Group
Report of Activities, 2009 - 2010**

Members:

Sarah Laaker (2007-2010), John Wood Community College, Chair
Susan Tulis (2008-2011), Southern Illinois University Carbondale, Chair-Elect

Kelly Fisher (2007-2010), Eureka College
Dave Green (2007-2010), Northeastern Illinois University
Lisa Janicke Hinchliffe (2008-2011), University of Illinois at Urbana-Champaign
April Levy (2009-2012), Columbia College Chicago
Matthew Rutherford (2009-2012), Newberry Library
Bruce Stoffel (2009-2012), Illinois State University
Michele Ukleja (2008-2011), William Rainey Harper College

CARLI Staff Liaisons: Elizabeth Clarage and Jennifer Masciadrelli

FY2010 Timeline of Activities:

8/28/2009: Committee In-person Meeting at the CARLI Office
10/30/2009: Meeting of Chairs of CARLI Committees and Working Groups preceding the
CARLI Annual Membership Meeting
12/21/2009: Committee Telephone Conference Call
1/21/2010: Committee Telephone Conference Call
2/25/2010: Committee Telephone Conference Call
3/11/2010: Open House at Eureka College's Melick Library
3/18/2010: Committee Telephone Conference Call
4/9/2010: Open House at Southern Illinois University Carbondale's Morris Library
4/22/2010: Committee Telephone Conference Call
5/14/2010: Anthropology Colloquium at DePaul University
5/21/2010: Anthropology Colloquium at Illinois Wesleyan University
5/27/2010: Committee Telephone Conference Call
6/24/2010: Committee Telephone Conference Call

Narrative:

The PSWG began our year with an in-person meeting at the CARLI office. During the meeting, we reviewed our charge and discussed activities for the coming year. Our discussion included ideas from a list the group had generated in 2008, which was included in the 2009 Annual Report. We also discussed feedback from five CARLI library open houses the group had planned and held in 2009.

We already had a plan to co-sponsor a colloquium on the anthropology research project spearheaded by PSWG member and former chair Dave Green of Northeastern Illinois University. Dave Green had submitted a program suggestion form for the colloquium to the CARLI Program Planning Committee (PPC) in late June of 2009. In early July, the PPC approved using CARLI funds of up to \$6,000 to support the event.

The colloquia held at DePaul University and Illinois Wesleyan University were well attended, as both venues had a waiting list. The colloquia, entitled “Connecting Libraries and Users: Anthropologists Helping Librarians Meet 21st Century Challenges,” had a combined attendance of 160. The colloquia reported the methods and results of two ethnographic research projects at CARLI libraries, including the “Undergraduate Research Practices Study” at UIUC and the “Ethnographic Research in Illinois Academic Libraries (ERIAL) conducted at five different institutions. The five ERIAL libraries included DePaul University, Illinois Wesleyan University, Northeastern Illinois University, University of Illinois at Chicago and University of Illinois at Springfield. Over 25 librarians from the six institutions presented, along with three anthropologists including Dr. Nancy Foster of the University of Rochester.

In addition to co-sponsoring the colloquium, PSWG members decided we would plan open house programs, as we did in the spring of 2009. Feedback from the 2009 open houses at Heartland Community College, Illinois State University, John Wood Community College, Quincy University, and Northwestern University revealed that many attendees found the open house format appealing and conducive to sharing public services practices with colleagues from other CARLI libraries. Still, the open house evaluations revealed that many attendees wished the half-day events (all except Northwestern) had been longer. The PSWG carefully considered this feedback and decided to plan all-day open houses at fewer institutions. During our in-person meeting in August, Kelly Fisher and Susan Tulis agreed to explore the possibility of holding open houses at their institutions, Eureka College and Southern Illinois University Carbondale.

Eureka College's open house was held on Thursday, March 11, 2010 at Melick Library. There were 29 attendees from CARLI institutions, including 5 library staff members from Eureka. The morning consisted of an overview of the college and library and a presentation on the creation of a library copyright policy. After lunch, participants attended three breakout sessions on public services topics such as reference, instruction, copyright, collection development, and archives. Evaluations for this open house were overwhelmingly positive.

Southern Illinois University Carbondale's open house was held on Friday April 9, 2010 at Morris Library. There were 18 attendees from CARLI institutions, including 9 library staff members from SIUC. The morning session was an overview of the library renovation, a plenary session on OpenSIUC, the university's institutional repository, and tours of the new facility. After lunch, participants were able to attend two breakout sessions of their choosing. The sessions included collection development, reference, instruction, special collections/archives, government documents, and circulation/interlibrary loan/reserves. The open house ended with a plenary session/facilitated discussion on virtual presence. Like the evaluations for the Eureka open house, evaluations for the SIUC open house were quite positive.

Along with the anthropology colloquia and open houses, the PSWG began work on a "public policies clearinghouse" during the spring of 2010. CARLI Staff Liaison Elizabeth Clarage suggested the idea at our in-person meeting in August. The group determined that the clearinghouse could be an excellent venue for CARLI libraries to share public services policies and practices. We decided we would begin by gathering public services policies from our own institutions and posting them to the PSWG wiki. Three PSWG members—Matt Rutherford, Michele Ukleja, and Sarah Laaker—volunteered to work on the clearinghouse. As of May 2010, we have gathered all public services policies from PSWG members' institutions, converted them to PDFs, categorized them broadly by subject, and posted them by subject on the PSWG wiki. The group will continue work on the clearinghouse by cross-posting policies that address more than one subject. With help from the CARLI staff, the group plans to make the clearinghouse available to all member libraries by moving it to CARLI's public wiki. CARLI member libraries will then be able to post their own public services policies and use other libraries' policies to inform their own planning.

The PSWG has had a productive year. The anthropology colloquia we co-sponsored were popular and informative. The open houses at Eureka College and Southern Illinois University Carbondale were well-received by their host institutions and attendees. Based on the positive feedback from both the 2009 and 2010 open houses, the PSWG may wish to continue planning open houses in future years. The public policies clearinghouse, though still in progress, has the potential to facilitate sharing of public services practices among CARLI libraries. Moving into next year, the PSWG has a solid foundation from which to build as well as strong ideas for future programs and services.

Respectfully Submitted,

The PSWG Members, 2009-2010