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Public Services Working Group Annual Report Fiscal Year 2011

Consortium of Academic and Research Libraries in Illinois

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CARLI Public Services Working Group
Report of Activities, 2010 - 2011

Members:

Susan Tulis (2008-2011), Southern Illinois University Carbondale, Chair

Jane Currie (2010-2013), Loyola University Chicago

Sue Franzen (2010-2013), Illinois Central College

Lisa Janicke Hinchliffe (2008-2011), University of Illinois at Urbana-Champaign

April Levy (2009-2012), Columbia College Chicago

Sean McCarthy (2010-2013), Illinois Institute of Art - 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

FY 2011 Timeline of Activities:

8/25/2010: Committee In-person Meeting at the CARLI Office

11/17/2010: Committee Telephone Conference Call

12/16/2010: Committee Telephone Conference Call

1/20/2011: Committee Telephone Conference Call

2/17/2011: Committee Telephone Conference Call

3/11/2011: Committee Telephone Conference Call

4/20/2011: Committee Telephone Conference Call

4/29/2011: Open House at Western Illinois University's Malpass Library

5/19/2011: Committee Telephone Conference Call

6/16/2011: Committee Telephone Conference Call

Narrative:

The PSWG began our year with an in-person meeting at the CARLI office. During the meeting, we decided to focus on the following projects for the 2010-2011 year: expansion of the Policies Clearinghouse; creating Ethnographic Research Methods Webcasts with the expertise of participants in the ERIAL project; and a forum about Reference. We also spent time brainstorming about various topics the working group might like to address or discuss in the coming year.

Over the course of the year, we moved forward with the plan to create Ethnographic Research Methods Webcasts, or more appropriately, podcasts. Working group members chose the top three research methods they would most like to learn more about so that we could focus on these methods for the podcasts. Our plan was to do five podcasts: reasons for doing ethnographic research, conducting

ethnographic interviews, photo diaries and journals, cognitive maps, and mapping diaries. Each podcast would include three sections: an introduction to the methodology, a mini case-study, and suggestions/tips for getting starting. Our timeline was to get the presentations developed over the summer and to release them over time beginning in the fall 2011. Our goal was to announce these as a series with the title “Do It Yourself Library Ethnographic Research”. In January 2011, Susan Tulis contacted the various speakers from the “Connecting Libraries and Users: Anthropologists Helping Librarians Meet 21st Century Challenges” colloquia (ERIAL Project) to see if they would be willing to provide the content for the podcasts. At that time, they were willing to help the PSWG with this project. Unfortunately, or fortunately, since January the speakers have disseminated the information in a variety of ways – a toolkit, website (<http://www.erialproject.org/>), at an ACRL preconference in March 2011, as well as a forthcoming book. The podcasts that we had thought to create would be redundant now that so much of the information about the ERIAL project is readily available.

For the past two years, the PSWG has been sponsoring open houses in various libraries across Illinois. The attendees found the open house format appealing and conducive to sharing public services practices with colleagues from other CARLI libraries. John Stierman at Western Illinois University had presented a forum proposal to one of the PSWG members on the future of reference desks and staffing trends in academic libraries. PSWG thought it might be better to combine the forum with an open house if Western Illinois University would be willing to host such an event.

Western Illinois University’s open house was held on Friday, April 29, 2011 at Malpass Library. There were thirty seven attendees from CARLI institutions. The morning began with a presentation by John Stierman on “What is the Role for the Reference Librarian on the 21st Century Campus,” followed by a breakout session to discuss the future of library instruction. After lunch, participants chose from three breakout sessions – growth in electronic reference, liaison programs, or a library tour. Evaluations for this open house were quite positive and most attendees indicated that the information provided would be useful in their jobs and worthwhile to them.

Along with the podcast project and one open house, the PSWG continued its work on the Policies Clearinghouse. A subcommittee was established to continue working on this project. They will add new policies from new PSWG members’ libraries and will solicit public services policies from other CARLI libraries. While we have not added many new policies to the clearinghouse, the group concluded that was ok; we have a good representation and the intent of the clearinghouse was to provide sample policies so we all did not have to “recreate the wheel”. Our plan is to eventually 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.

Future Planning:

We will follow-up on Chicago State's offer to host an open house to determine if fall 2011 or spring 2012 would be the best time. The evaluations from the WIU Open House offered suggestions on topics that are of potential interest. The PSWG will review these for possible programs/projects in the coming year.

Topics included:

- e-book publishing and the use of e-books by students and faculty
- the highs and lows of the Library Information and Digital Commons
- more in-depth program on liaison programs and on librarian-faculty collaboration where innovative ideas are shared
- more on instruction – techniques/styles and innovative ways to move beyond the one shot class when you don't have the credit course option
- interrelationship between reference and technical services, and
- "cool tools" – showcase new or known resources and/or tools with some innovative twists.

Respectfully Submitted,

The PSWG Members, 2010-2011