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# Public Services Working Group Annual Report Fiscal Year 2012

Consortium of Academic and Research Libraries in Illinois

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## CARLI Public Services Working Group

### Report of Activities, 2011-2012

#### **Members:**

Jane Currie (2010-2013), Loyola University Chicago, Chair

Susan Franzen (2010-2013), Illinois Central College

Sandra Fritz (2011-2014), Illinois State Library

Andrew Lenaghan (2011-2014), Joliet Junior College

April Levy (2009-2012), Columbia College Chicago

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

Matthew Rutherford (2009-2012), The Newberry Library

Marianne Ryan (2011-2014), Northwestern University

Bruce Stoffel (2009-2012), Illinois State University

CARLI Staff Liaisons: Elizabeth Clarage and Jennifer Masciadrelli

#### **Timeline of Activities:**

|          |                                                                                   |
|----------|-----------------------------------------------------------------------------------|
| 08/09/11 | In-person meeting at CARLI office                                                 |
| 09/15/11 | Conference call meeting                                                           |
| 10/27/11 | Conference call meeting                                                           |
| 11/17/11 | Conference call meeting                                                           |
| 12/15/12 | Conference call meeting                                                           |
| 01/19/12 | Conference call meeting                                                           |
| 02/16/12 | Conference call meeting                                                           |
| 03/15/12 | Conference call meeting                                                           |
| 04/19/12 | Conference call meeting                                                           |
| 05/17/12 | Conference call meeting                                                           |
| 06/21/12 | Conference call meeting (scheduled)                                               |
| 04/27/12 | Open House at Chicago State University                                            |
| 07/12/12 | Joint program with Collections Working Group at Joliet Junior College (scheduled) |

#### **Narrative:**

Before our initial meeting at the CARLI office in August, we had received an invitation to hold an open house at Chicago State University. We agreed that the location would be ideal for a spring 2012 open house and decided to proceed with planning the event. Susan Franzen, Marianne Ryan, and Bruce Stoffel agreed to form a planning group with support from other members of the Public Services Working Group (PSWG) as needed.

At the same meeting we shared the Policies Clearinghouse, initially undertaken in 2009-2010, with new members of the PSWG and discussed how we might continue to develop this resource. Sean McCarthy and Matthew Rutherford formed a planning group to solicit additional policy contributions from CARLI members. Sandra Fritz, Andrew Lenaghan, and April Levy formed a planning group for the purpose of planning an online workshop or webcast on policy-writing and which would feature the Policy Clearinghouse upon its availability to CARLI members. Unable to generate measurable interest in the Policies Clearinghouse among CARLI members, we agreed to terminate the project during our October meeting.

In place of the Policies Clearinghouse and a related online activity, we agreed to collaborate with members of the Collections Working Group (CWG) on a joint program to be held in summer 2012. Andrew Lenaghan and Matthew Rutherford represent the PSWG in the joint program planning group. The joint program is scheduled for July 12, 2012 and will be hosted by Joliet Junior College. It will feature speakers and breakout sessions focused on promoting our collections and instructional programs among faculty members.

The open house held at Chicago State University (CSU) on April 27, 2012 constituted our primary activity for the year. It was the seventh PSWG-sponsored open house and the first held in the City of Chicago. Open house attendance has grown steadily since the series' inception in 2009. Titled *Space as Service*, the CSU open house featured speakers and breakout sessions focused on the changing landscape of library spaces and their interrelation with public services. Discussion topics included service points, group study areas, and the evolution of the information commons. CSU staff members led tours of their library and demonstrated its automated book retrieval system. We were gratified to reach our registration limit with about 100 librarians and library staff members representing 42 institutions in attendance.

Of the participants who completed a post-open house evaluation, 87 percent agreed or strongly agreed that information provided at the open house will be useful in their job. Many participants expressed appreciation for the open discussions that took place after formal presentations and during breakout sessions. These comments are consistent with evaluations from previous open houses and substantiate the uniqueness of the open house format when contrasted to more structured, formal programs and workshops.

Throughout the year we made extensive use of the wiki hosted by the CARLI website and administered by our CARLI staff liaisons. It provided a shared space for our meeting minutes and for collecting information as we planned the open house. We also created a generic open house checklist to guide planning for future open houses.

Future planning:

We will participate in final preparations for the joint program at Joliet Junior College on July 12, 2012 and insure that evaluation outcomes and other relevant information from this event are available for members of the 2012-2013 PSWG. Program suggestions provided by those in attendance at both our

July and April events may be of interest to the 2012-2013 PSWG as prospective projects and events for the year are considered.

Topics for future events suggested by CSU open house attendees included:

- Virtual service points (such as online office hours and chat reference services)

- Unified service points (reference, circulation, and technical support)

- Policy writing

- Outreach to students and faculty

- Illinois' instruction landscape

- Instruction spaces

- Assessment methods and communicating value

- Evolving position descriptions

- Managing change

- Self-branding for library professionals

- E-books and new collecting areas<sup>1</sup>

Respectfully submitted,

Members of the 2011-2012 Public Services Working Group

<sup>1</sup>This topic recommendation is better suited to the Collections Working Group or another CARLI committee.