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**2014–2015 Public Services Committee:  
Annual Report of Activities**

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**Members:**

Rebecca Brown, 2013-2016, College of DuPage, Co-Chair  
Anne Buchanan, 2013-2015, Saint Xavier University  
Raeann Dossett, 2014-2017, Parkland College  
Paula Garrett, 2013-2016, Illinois Math and Science Academy, Co-Chair  
Jennifer Sauzer, 2013-2016, Columbia College Chicago  
David Stern, 2013-2015, Saint Xavier University  
Richard Stokes, 2014-2017, University of Illinois at Urbana-Champaign  
Victoria Tracy 2013-2015, Prairie State College  
Julia Venetis, 2014-2017, Elmhurst College

**CARLI Staff Liaisons:**

Debbie Campbell  
Elizabeth Clarage

**Meetings:**

The Public Services Committee had one in-person meeting, hosted by Columbia College Chicago, and 10 conference calls. We used AdobeConnect for screen sharing during one of our conference calls.

**Activities:**

- **Presentation of 2014 White Paper at the CARLI Annual Meeting on October 30, 2014**  
Presented by Paula Garrett.
  - Public Services Committee: Assessing Using Evidence CARLI Voyager Reports:  
<http://www.carli.illinois.edu/sites/files/files/2014PublicServicesWhitePaper.pdf>
  
- **Joint TSC/PSC Webinar: Understanding RDA - Part 1: March 6, 2015**  
Presented by the Technical Services Committee in collaboration with the Public Services Committee. The primary goal of the webinars is to demystify RDA for public services librarians and any other library staff who may be struggling with RDA, conceptually or in practice.
  - Presentation slides: <http://www.carli.illinois.edu/sites/files/i-share/documentation/secure/150306-RDA-webinar.pdf>
  - Recording: <http://www.carli.illinois.edu/products-services/i-share/cat/secure/webinars>
  
- **Webinar: Personal Knowledge Management and Libraries: March 17, 2015**  
Discussion on why libraries should be involved in Personal Knowledge Management. Ideas on how to curate and manage information, discussions of different tools, and sample projects.
  - Recording: <http://www.carli.illinois.edu/products-services/pub-serv/PKM-CKM>.
  
- **Joint TSC/PSC Webinar: Understanding RDA – Part 2: April 15, 2015**

The second webinar shows the effects of RDA on records in the online catalog. Comparison of how RDA records look and how they're different from AACR2 records.

- Presentation slides: <http://www.carli.illinois.edu/sites/files/i-share/documentation/secure/150415-RDA-webinar2.pdf>
- Recording: <http://www.carli.illinois.edu/products-services/i-share/cat/secure/webinars>
  
- **Joint TSC/PSC Webinar: Understanding RDA – Part 3: May 1, 2015**

The third webinar discusses how RDA improves precision in OPAC item descriptions, and requires keyword search strategies to maintain recall in OPAC search results. A brief description on how CARLI has exposed RDA data elements as additional facet options and as more specific format icons (and how this sometimes leads to trouble). RDA-based changes in Preferred Names and Titles, and how public service professionals may have to deal with both the old and new forms of names.

  - Recording: <http://www.carli.illinois.edu/products-services/i-share/cat/secure/webinars>
  
- **Collection Management Committees E-Book Symposium 45 minute panel: May 7, 2015**

Presentation Title: E-Book Searching, Navigation and User Satisfaction. Discussion on options for deep searching and open access collections. A review process for gathering user feedback. A navigation game “Where is That Feature?!” for participants to explore different e-book platforms.

  - Website: <http://www.carli.illinois.edu/products-services/pub-serv/ebook-searching-navigation-satisfaction>
  
- During the year, the Committee also attempted to revive the CARLI Public Services email list by posting comments and questions for consortium-wide discussion.
  
- Annual Project: Personal and Collaborative Knowledge Management: Projects and Tools for Librarians.
  - Website: <http://www.carli.illinois.edu/products-services/pub-serv/PKM-CKM>

### **Future planning:**

- Continue to develop Tools Matrix – this project was on hold for a CARLI Data Analytics Task Force to determine best practices. The Task Force is also gathering information from Institutional Review Boards. Depending on the Task Force's final report, this may still be an area of interest.
- Follow-up webinars on Knowledge Management, focusing on specific tools and how they can work together.
- Develop IACRL website: <http://www.carli.illinois.edu/products-services/pub-serv/PSCIACRLPreConference140321>
- Continue to promote Library Space Video website: <http://www.carli.illinois.edu/products-services/pub-serv/libraryspacevideos>
- New ideas from the Committee.

Respectfully submitted,  
Members of the 2014-2015 Public Services Committee