

CARLI Public Services Working Group
Report of Activities, 2012 - 2013

Members:

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|------------------------|-----------|-----------------------------------|
| Andrew Lenaghan, Chair | 2011-2014 | Joliet Junior College |
| Anne Buchanan | 2012-2014 | St. Xavier University |
| Jane Currie | 2010-2013 | Loyola University Chicago |
| Susan Franzen | 2010-2013 | Illinois Central College |
| Sean McCarthy | 2010-2013 | Illinois Institute of Art-Chicago |
| Leslie Rios | 2012-2015 | Lincoln Land Community College |
| Marianne Ryan | 2011-2014 | Northwestern University |
| David Stern | 2012-2015 | Illinois State University |
| Elizabeth Clarage | | CARLI Liaison |
| Jennifer Masciadrelli | | CARLI Liaison |

Timeline of Activities:

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| 7/12/12 | Forum: "Fostering Healthy Relationships: Faculty Education & Outreach" |
| 08/12/12 | In-person meeting at CARLI office |
| 09/19/12 | Conference call/Adobe Connect meeting |
| 10/26/12 | Conference call/Adobe Connect meeting |
| 11/15/12 | Conference call/Adobe Connect meeting |
| 12/10/12 | Conference call/Adobe Connect meeting |
| 01/31/13 | Conference call/Adobe Connect meeting |
| 02/25/13 | Conference call/Adobe Connect meeting |
| 03/21/13 | Conference call/Adobe Connect meeting |
| 04/18/13 | Conference call/Adobe Connect meeting |
| 05/14/13 | Conference call/Adobe Connect meeting |
| 06/18/13 | Conference call/Adobe Connect (scheduled) |
| 04/26/13 | Webinar: "Library Spaces: Remodels and Redesigns" |

Narrative:

We began our initial meeting for the 2012-2013 year with a review of the past summer's forum. We participated with the Collections Working Group in the forum, "Fostering Healthy Relationships: Faculty Education & Outreach." The forum was held at Joliet Junior College and had a registration of 83 librarians from across the state. Sessions touched on topics such as: faculty/liaison relationships, faculty outreach, collection building for curriculum, and using digital library resources when designing courses. The feedback from attendees at the forum was positive and helped inform the group of future possible events.

During that August meeting two other topics were discussed – a collaboration with the I-Share Instruction Team and providing an online space for CARLI libraries to discuss and learn about various topics without having the burden of travel. Susan Singleton mentioned that one issue within CARLI libraries is that there are a number of libraries undergoing space redesigns, or seeing the building of completely new structures. While this is happening, it is beneficial to those libraries to see physical examples of existing spaces, in order help imagine what their own institution requires. However, with budgets getting smaller and travel becoming more expensive, physically visiting libraries across the state is not cost-effective. Susan challenged the group to think about possible events that would not always require travel, or ways that CARLI libraries can share information without having to host a physical event. This idea of how to provide services, in the most economical way possible, was one of our focuses for the year.

Hosting webinars became a central topic for the group, after our meeting in August. In the early stages, we wanted to host a series of webinars that would touch on various topics – most of which came out of the July Forum with the Collections Working Group. Webinars and wikis, we thought, would be an efficient and cost-saving way for librarians across the state to learn, share, and discuss what is going on at each of their institutions. Not only that, but the intention was also to build a following within the topics. The topic groups would begin as an informal conversation on a wiki or email list, then follow-up as a virtual gathering, or webinar; finally resulting in a physical event, where the people that have been discussing the topics all along, would be able to physically meet and continue their conversation. This tiered approach to meeting would provide for a much richer and focused conversation.

The group decided on the following topics to begin the conversations:

- One-on-One Reference Instruction
- Library User Behavior
- Budgets (reacting to the economic change in libraries)
- Assessment
- Interacting with Adjunct Faculty and Non-Traditional Communities on Campus
- Faculty Orientation
- Staff Involvement

We planned to advertise the discussion topics as a lead into the actual webinars. The idea being, once people saw the topics, they could respond on the wikis or email list. David Stern, Susan Franzen and Sean McCarthy volunteered to monitor/mediate the conversations. David Stern volunteered to create a message that would be sent to those on the CARLI Public Service Interest Group Email List, and Susan Franzen volunteered to create a poster which could be used for promotion at other CARLI events. The conversation spaces, or threads, were created and monitored by Jennifer Masciadrelli. The group did not get a very large response to the project, so the decision was made to focus our efforts on one topic and form a virtual event for that topic. From the July Forum feedback, it had been mentioned that space within libraries was a topic which a number of librarians were interested. The group decided to develop a webinar that focused on this topic. On April 26th 2013, the PSWG hosted a webinar with presentations from Augustana College, Elgin Community College and Wheaton College. Eighty-three CARLI members registered for this program. The webinar, "Library Space Remodels/Redesigns: Lessons Learned," fostered a lively discussion between the attendees and the presenters, and also showed that the topic of space allocation, design, and organization continues to be a popular topic, and might warrant a future event sponsored by, or in collaboration with, another CARLI group.

Taking up the challenge to provide virtual information of library spaces, the group decided to create a web space where CARLI members could share a short video of their new or repurposed space online. The group discussed the possibility that CARLI would host the videos. With the CARLI website redesign, this project is still in the planning stages and will be a focus for the upcoming year.

Future planning:

After contacting the Instruction Team, it was determined there should be an event in the coming year where members of both groups will collaborate on a physical event that might encompass some the topics mentioned above. David Stern and Marianne Ryan have volunteered to be the Public Services liaisons for this joint venture.

Respectfully submitted,

Members of the 2012-2013 Public Services Working Group