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Libraries in Illinois

## **Inclusive and Accessible Public Services: A Discussion**

*Welcome!*

This program will begin at 11:00 a.m. and conclude at Noon.

Everyone's microphone is muted.

Questions are encouraged throughout the program via the chat box. We will try to answer as many questions as possible at the end of our program.

Access Zoom's live transcript at the bottom of the Zoom window on the CC icon's arrow menu by selecting View Full Transcript or Show Subtitles.



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## **Inclusive and Accessible Public Services: A Discussion**

This program was developed by the CARLI Public Services Committee

- Steve Brantley, Eastern Illinois University
- Chad Kahl, Illinois State University
- Jennifer Lau-Bond, Harper College
- Katie Maier-O'Shea, North Park University
- Ashley McMullin, DePaul University
- Anne Shelley, Illinois State University
- Arlie Sims, Columbia College Chicago
- Simone Williams, Southern Illinois University Edwardsville
- Lesley Wolfgang, Saint John's College of Nursing
- CARLI Staff Liaisons: Elizabeth Clarage and Denise Green



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## **Inclusive and Accessible Public Services: A Discussion**

- Welcome and introduction
- Overview of Public Services Survey
- Informal Discussion and Q&A

A reminder that this not being recorded but notes are being taken by the committee for sharing.

This a very popular program with over 90 registrants, so we will do our best to answer questions that are posted to the chat.



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## Inclusive and Accessible Public Services: A Discussion

Public Services Survey – CARLI Public Services Committee released in Jan. 2023; 95 responses received

- What the PSC wanted to learn:
  - New public services vs. discontinued services;
  - Public services staffing changes;
  - How public services might evolve over the next five years
  - Improvements to inclusivity and accessibility in public services

How have you made, or do you plan to make, your public services more inclusive and accessible? (58 answered)





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## Inclusive and Accessible Public Services: A Discussion

### Public Services Survey results

#### What new public services have been added recently?

- new or expanded virtual reference and/or instruction (4 responses)
- equipment and/or technology checkout options (4 responses)
- innovation/maker space (3 responses)
- new or expanded textbook program/reserves (2 responses)

#### Public service(s) that have been discontinued

- Physical reference desk removed (4 responses)
- Reduced hours (2 responses)
- Data librarianship (2 responses)
- Outreach/Engagement librarianship (2 responses)
- Print reserves: switch to online reserves only (2 responses)



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### Public Services Survey results

Have you made, or do you plan to make, your public services more inclusive and accessible?

- Improved accessibility for library web site, social media, and/or digital learning objects (13 responses)
- Expanded public awareness efforts and welcoming environment (7 responses)
- Expanded collaboration with accessibility and/or diversity, equity, inclusion campus units (6 responses)
- Added/renovated library space for improved accessibility (5 responses)
- Diversity audits/increased focus in collection development (4 responses)
- Accessibility training for public services (4 responses)
- Added library accessibility positions (e.g., IDEA coordinator) and/or committees (3 responses)
- Recruit more BIPOC library workers (2 responses)
- Expanded reference options (e.g., chat, video, online consultations) (2 responses)
- Expansion of engagement/programming activities (2 responses)
- Collaboration with campus academic and/or student success units to provide one-stop options for students (2 responses)
- Highlighting of resources for community patrons that are free and accessible (2 responses)
- Updated assistive technologies (2 responses)



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### Public Services Survey results

What new positions, if any, has your library created in public services in the past ten years?

- Outreach/Engagement/Programming Librarian/Specialist (10 responses)
- Access/Circulation Librarian/Specialist (8 responses)
- Reference and Instruction/Information Literacy (4 responses)
- Public Services Librarian/Staff (3 responses)
- Health Sciences (2 responses)
- Learning Commons (2 responses)
- OER Librarian (2 responses)
- Technology/Systems (2 responses)
- Assessment and Scholarly Communication (1 response)
- Data Literacy (1 response)
- Digital Librarian (1 response)





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### Public Services Survey results

What programs, services, outreach, etc. are you most looking forward to in your library this year?

- Engagement/Events/Gatherings/Outreach/Programming (22 responses)
  - art events, book clubs and common reads, competitions and contests, displays, exhibits, LEGO events, scavenger hunts, therapy dogs
- Instruction focus (6 responses)
- Accessibility and/or diversity, equity, inclusion campus focus (4 responses)
- Community Outreach to public library/schools (4 responses)
- Reference focus (4 responses)
- Collections focus (3 responses)
- OER/Textbook focus (2 responses)