CARLI Public Services Committee

Report of Activities, 2013 --- 2014

Members:

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Staff Liaisons:

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Timeline of Activities:

In---person meeting at CARLI office 08/11/13
Conference call/Adobe Connect meeting 9/19/13
Conference call/Adobe Connect meeting 10/17/13
Conference call/Adobe Connect meeting 11/21/13
Conference call/Adobe Connect meeting 12/12/13
Conference call/Adobe Connect meeting 01/16/14
Conference call/Adobe Connect meeting 02/20/14
Conference call/Adobe Connect meeting 03/13/14
IACRL Preconference Day: "How do we capture and utilize evidence for Public Services?" 3/20/2014
Conference call/Adobe Connect meeting 04/17/14
Conference call/Adobe Connect meeting 05/15/14
Forum: "Security Concerns" (scheduled) 06/16/14
Conference call/Adobe Connect (scheduled) 06/19/13

Narrative:

We began our initial meeting for the 2013---2014 year with a review of the past year's activities. After some discussion about future directions, we decided to to create a web space for **contributed Space Modifications videos** in order to continue our efforts that were begun with the 2011 Open House on Space Considerations, and followed up by the 2012 webinar on Space Modifications. . Elizabeth and Debbie worked with the CARLI webmaster to create a new Public Services web space, and we prepared best practices, loaded the first few videos, and are about to begin promotion.

In a related effort, also addressing developing web sites for Best Practices, we decided to develop a **Matrix of best public services tools** with summaries of satisfaction and contact names. This effort, while well underway based upon an earlier effort by one of our members, has recently been postponed due to desired coordination with other Committees working on similar projects.

Susan Singleton, Executive Director of CARLI, floated an idea about a joint IACRL pre-conference on Assessment. She noted that there are over 70 people on the Assessment interest group email list at the moment. She thought it might be interesting to emphasize satisfaction with particular practical assessment tools/methods currently being used within CARLI libraries. It was also noted that the Instruction group was already planning assessment webinars during the 2013-2014 committee year. David contacted the other Committee chairs and presented a collaborative proposal to the CARLI Program Planning Committee. Elizabeth then coordinated the logistics and **the IACRL Preconference "Assessment Day"** was held on March 20th in Oak Brook. The agenda, presentations, and accompanying materials for the preconference are found on the CARLI web site at http://www.carli.illinois.edu/products-services/pub-serv/140320-iacrl-preconference The Public Services Committee's one-hour IACRL Pre-Conference session was divided into quick discussions on four major public services topics: Library Websites; IT Support - merged/blended Reference Desk & Tech Support; Reference (physical and virtual service points); and Circulation & Access Services. Our committee has developed a webpage that will provide a continuing source of lessons learned and contact information http://www.carli.illinois.edu/PSCIACRLPreConference140321.

Library security issues can be roughly divided into security of people, data security, or library collection security. We have decided to base our annual **Forum on the topic of Security Concerns**, focusing on collection security as it seems to be a good fit for our committee. A face-to-face Security Forum is scheduled for June 16 at the College of DuPage. This program will include speakers from law enforcement, facilities, and library administration discussing how to plan and implement various security practices. Details of the program are found on the CARLI web site at http://blog.carli.illinois.edu/academic-research-library-security-forum

The Collection Management Committee and other CARLIcommittees are collaborating on a June 2 program on **Ebook Patron Driven Acquisitions** (PDA). David and Elizabeth were the liaisons to this planning group. The final program will address general PDA concerns, provide a brief update about CARLI PDA initiatives, and discuss local implementations of e-book PDA projects. There will be two tracks for attendees to choose from: PDA 101 and Advanced PDA topics. Details of the program are found on the CARLI web site at http://blog.carli.illinois.edu/ebook-patron-driven-acquisitions-pda

Susan Singleton, Executive Director of CARLI, requested that all CARLI committees prepare a white paper for the Board of Directors (and to be distributed to the membership) suggesting specific activities or general trends with which CARLI needs to be knowledgeable and engaged in the next 1-3 years. Our **white paper** topic was **Assessment Using Evidence – CARLI Voyager Reports**. Our paper provides a brief framework to introduce Voyager Reports that would allow for evidence-based assessment of both individual library and CARLI-based services. We will focus on data that might demonstrate the

effectiveness of services in relation to collection use by specific populations. The first part of the paper describes two standard Voyager Access reports that can be run by CARLI members at any time to determine charges and renewals by patron type, and charges and renewals by Location Code/Name. The second part of the white paper describes the possible use of other CARLI shared SQL Voyager Access reports, the collection and use of additional library generated reports (and associated analyses) currently being run by individual libraries, and the coordinated development of new reports to support existing and new collaborative CARLI initiatives.

A draft of the new CARLI **Public Services webpage** was distributed to the committee for comments before its creation http://www.carli.illinois.edu/products-services/pub-serv. In addition, we reviewed our member contact information, charge, minutes, project reports, and other materials. We also reviewed the preliminary CARLI Products & Services section of the public web site, and we were comfortable with the proposed structure with a few minor modifications. We continue to add new elements, both one-time materials and on-going resources for our user population.

Future planning:

Our possible future efforts may include (1) continuing to promote and expand our contributed Space Modifications videos web site, (2) providing some leadership on a future Coordinated Voyager Reports initiative, and (3) maintaining our expanding and dynamic web site pages. The Committee also maintains a private CARLIwiki that includes a list of other possible areas for future attention.

Respectfully submitted,

Members of the 2013-2014 Public Services Committee