Public Services Council Meeting of October 27, 2020

10AM to 11AM
Zoom

Chairs: Beth Dupuis and Salwa Ismail
Minutes: Salwa Ismail
Present: Patrick Shannon, Blake Lindsey, David Wong, Ellen Dario, Fedora Gertzman, Jami Smith, Kristen Greenland, Lynne Grigsby, Michael Campos-Quinn, Neda Salem, Nicole Brown, Scott Peterson, Susan McElrath, Yuko Okubo, Ann Glusker.

Agenda and Notes

1. **New meeting time and welcome to new members (Beth)**
   Several new members have joined, so the meeting began with a round of introductions. The co-chairs and all members introduced themselves, along with their roles. Members can email the co-chairs to bring any issue or agenda item forward. Members are encouraged to inform their Councils, committees, and Divisions/Departments of the discussions and information shared at PSC. PSC can initiate independent projects as appropriate. Meeting time of 10am to 11am was confirmed. Members can use the PSC listserv to communicate and exchange ideas.

2. **Reference Forum and proposed "public services tracker" (Nicole and Beth)**
   Beth will be sending out an email to liaisons later this week to emphasize the general expectations and guidelines of their roles, including the importance of sustaining their outreach during this pandemic.

   Nicole designed the outline for an upcoming reference forum to help staff, including liaisons and others who provide public services, to answer patron questions in this new environment. One key piece will be discussing "how to say no with elegance", as many desired services might not be possible right now. The outline frames topics such as how to clarify user needs and have a more interactive reference interview. The draft also includes a mockup of a public services issue tracker as a way for library staff to flag issues for further discussion or resolution. PSC shared feedback about the draft to identify areas for improvement. Suggestions offered:
   - Would the reference forum be recurring? (Response -- designed as a one-time discussion but can get feedback about this at the forum)
   - A lot of troubleshooting is technical problem solving -- it would be helpful to have a section around this. (Response -- focus on what can be done in the Zoom environment, where we can share screens easily.)
   - Maybe break it up into sections: screenshare, referrals, appointments etc. Different interactions (video vs chat vs ticket vs email) might have different ways of responding. The proposed questions are especially useful when the face-to-face human component is removed (such as with email).
   - Is there a possibility of creating a knowledge base? Sample answers, common questions, what does the Library want us to say? (Response - In LibAnswers the knowledge base has been growing and is being built in real time. Calls have been put out to join the Virtual Reference (VRef) team).

- Maybe another heading is needed to separate the reference interview questions from the last two parts about VRef colleagues and the issues tracker.

If members still have thoughts, please email Nicole Brown directly.

The Public Services Issue Tracker was proposed as a way for library staff to share non-urgent, public services issues and ideas for consideration. The resolution may be providing content to the knowledge base in LibAnswers, fixing a web page, correcting a policy, or something out. Currently people and units are facing and addressing issues in organizational silos and this approach might help connect us. Also this is a way to collect various ideas into one shared place for review and consideration by the various parties in a more structured way rather than items individually being emailed to different people. Comments included: revise "one week" to "recently", consider moving the form to LibInsights, and formalize who will be charged with reviewing the submissions and vetting them.

3. **SILS update (Salwa and Lynne)**

Highlights, Questions, or Reminder:
- As of October 27, 2020, all information about the Systemwide ILS (SILS) will be sent via the libstaff@ list; the separate ucb-sils@ list will be deleted.
- [Assessment survey](#) -- please complete the survey even if you're not involved with SILS. Responses due by October 30, 2020.
- The new Systems and Discovery Services Librarian starts on November 2, 2020.
- Test data needs to be submitted to ExLibris by December 2020. We should receive our test environment by February 2021.
- Vanguard consisted of 5 campuses, which gave us a NetworkZone. Network Zone is where all the institution zone records merge together, it's where items can be requested. UCB staff are currently testing the vanguard environment, and we are learning a lot. There are changes that will need to be made before test data can be submitted. For example, Alma squeezes all the barcode spaces into one barcode, and the order of pickup locations cannot be defined in Alma (thus libraries will not be listed alphabetically). Also there is an upcoming meeting to discuss third party integration.