Public Services Council Meeting of March 23, 2021

Attendees: Susan McElrath, David Wong, Lynne Grigsby Neda Salem, Mark Marrow, Michael Campos-Quinn, Patrick Shannon, Yuko Okubo, Jami Smith, Scott Peterson, Nicole Brown, Blake Lindsey, Kristen Greenland, Ellen Dario, Beth Dupuis, Salwa Ismail.
Guest - Jennifer Dorner

Agenda #1: Review of the Library code of conduct
Library Code of Conduct was last updated in 2017. When the code of conduct is updated the Library consults with the Office of Legal Counsel on campus to be in agreement with what we say and expect as a public institution. In most cases, if a person violates the code of conduct, they are given a warning letter for their first violation (we have a template for that letter). Serious and repeat violations may result in the person being banned from all library facilities for a period of time. In the fall semester we anticipate having more extensive on-campus services; due to public health conditions, we may have new expectations for users to follow. PSC was asked to consider if the code of conduct should be revised in any way.
Discussion revolved around keeping the code of conduct broad and generic to ensure durability over time and evolving environments, and focusing efforts on COVID-specific signage in buildings as needed. Suggestions were made to replace the term "identification" with "property," which would encompass identification, spaces, etc. We could also reword our code of conduct to include "University and Library" policy to include all relevant policies and be more encompassing. Recognizing that revising the code of conduct can have legal ramifications and take significant time, we might follow the Student Affairs Reintegration to the Physical Campus Committee's approach. They created a social norms campaign and an escalation protocol. General consensus was to keep the code of conduct as is, with a couple minor tweaks as suggested on the wording. We will also explore adapting the campus's social norms campaign and creation of consistent signage for our buildings. PSC will continue to look at other public policies to ensure their currency and relevance.

Agenda #2: 2020 Models' Chapter 4 discussion of approaches for circulation and browsing
The outline of Chapter 4 services and related issues is being developed now. The draft document will go to Library leadership, Roundtable, and other Library groups for discussion. We will have an iterative process to confirm the services planned; specific procedures and approaches to supporting those services will be developed with the units and staff most knowledgeable about each.
HT ETAS, library locations to open, circulation services, course reserves, collections access, materials check-in, and quarantining were key issues discussed, outlining some of the options and discussing the benefits, concerns, and possible alternatives. We will continue to use the principles developed for the 2020 Models Framework, and adapt as the campus guidelines change. Once we have a general outline of the approach to

services affirmed, the Library can begin thinking about how that relates to specific staff and schedules. The plan currently anticipates using much of the time between now and the start of fall semester to adapt our spaces and policies. Some of the comments made include:

- SLE hiring and training would ideally start early to refill needed positions and have people ready for fall (getting ahead of the UCPath delays).
- Academic Senate's Committee on the Library has expressed strong interest in more library spaces being open for students.
- If we keep Oski Xpress for fall, we need to anticipate increased demand, scale up, have more shelf space, and no longer require appointments.
- Communication about what services we are able to provide -- and which we are unable to provide -- and why will be critical.
- Consistency in practice, and not making exceptions will be important to help staff know that they are supported.
- Course e-reserves would be preferable to keep over returning to print reserves.
- Access to microforms other than the special research appointments would be preferable.
- Preventing users from browsing the stacks will be hard if the library is open to them.

Agenda #3: Overview of SILS public service related questions
    Deferred to April's meeting.

Next Meeting: April 27, 2021 at 10am (via Zoom)