Public Services Council Meeting of January 25, 2022

Guest: Brian Light

Welcome to 2022 and to new members
This is the first [Public Services Council](#) (PSC) meeting of the new year. Thanks to Albert Chung and Ann Glusker who are rotating off the council, and welcome to Ayaka Sato and Hilary Schiraldi who are new members. All PSC members are encouraged to suggest items for agendas either by contacting the co-chairs, Beth Dupuis and Salwa Ismail, or by emailing the group at libpsc@lists.berkeley.edu.

Open meeting about services for users with disabilities
On February 22, 2022 from 10-11a PSC will host an open meeting, led by Jennifer Dorner, about Library services to users with disabilities. The announcement will be sent to libstaff@ in the coming weeks. The meeting will be on zoom. Each campus library has a contact for users with disabilities and this meeting is the best way for those contacts to refresh their knowledge. Many other Library staff may find this session informative, and all interested Library staff are invited and encouraged to attend.

Process for reporting students not complying with the face covering policy
In the fall semester the Business Library experienced problems with many students not complying with the face covering policy. In December several Library staff met with representatives from the Center for Student Conduct (CSC) and agreed upon an approach for addressing the problem systematically and consistently. Starting spring semester, the Business Library, with Brian Light as the lead, will be documenting all offenders and reporting them through a tailored process to CSC and submitting a daily count of violations via the Library incident report form. CSC handles all communications with the student and is able to see which students have patterns of problems with other units on campus. Through this approach we hope to have better success in adjusting user behaviors and increasing compliance.

The Library's [guidance for anticipated patron issues](#) has an updated section about face coverings with a suggested script and steps. As of spring semester, all other campus libraries are encouraged to engage with and report people who are not complying with the face covering policy even if it is perceived as the first offense and even if the patron immediately complies. This strategy reduces the changes that a person simply goes to another location with the same behavior without it being formally addressed.

Guidelines for service/schedule changes
As announced at the January Library Town Hall, the Library developed new [guidelines for service/schedule changes](#) in recognition that we may experience an increased level of staff and student employee outages this semester. The document outlines the options and steps to notify Library staff and Library users. In addition to the steps originally listed, PSC members noted additional updates such as for study room hours (changing the calendar and emailing users with reservations to rebook) and for items on the hold shelf (staff can manually extend the hold period to dates when that library will be open again if the closure is for a day or more). Beth will update the guidelines to reflect these additions.

Also note that the staffing changes may affect internal units and operations creating longer response times. Everyone is asked to be gentle with colleagues as we face these challenges.

Proposal: Alma local user blocks and relationship to ILL/AFN
The Library continues to refine our configuration as we gain more experience with it. A new suggestion was raised by the UCB Alma/Primo VE Coordination Team (APriCoT). Currently UCB's configuration in Alma allows us to place a local block on a user's account -- such as related to outstanding fines/fees, no contact email in their account, and bounced check -- but the user is able to continue to make ILL and AFN requests. In Millennium, when a user's account was blocked it prevented them from also borrowing from other libraries until they addressed the issue. This configuration can be made in Alma and the proposal is to pass along local blocks to also block the user's ability to make ILL and AFN requests. PSC supported this proposal, with planned implementation likely around Feb. 1. Mark Marrow will follow up with APriCoT on implementation and communication.

A related situation was discussed, where a UCB user returned a UCD item that incurred a late fine. That fine appears at the UCD system but not on our UCB system. It is up to the patron to resolve the fine with that library. (Also remember that other campuses may not be set up with auto-renewal when no other hold or recall is placed on it.) Also we were reminded that if a UCB user checks out a book from another UC and does not return it, it will be billed and the system will block their stub account for that campus, but it does not prevent them from continuing to check out items at UCB.

Announcements
Blake Lindsey noted that the Circulation Services Group had been on a January-December schedule for co-chair terms, and is shifting to a July-June schedule to align with all other Library committees. Blake will continue an additional six months of his term to get to the new schedule. Jennifer Osgood is the other current co-chair. Circulation and access services staff from all units are encouraged to volunteer as a co-chair when the call comes out this spring.