

# Public Services Council Meeting of April 26, 2022

## Updates and announcements

As a reminder, RRR/Finals Week begins next week. Doe Library and Main Stacks will be open 24 hours from May 2-13, 2022.

Most libraries have set their summer hours now. Those appear in the library hours database.

We have made offers to people for the evening/weekend work leaders for the Engineering & Physical Sciences Division and Access Services Division. We hope to have those two people onboarded, trained, and ready for fall semester.

Moffitt Library seismic work is proceeding on schedule. A team has begun planning for the reopening for the start of fall semester 2022.

223 Doe (formerly Rosberg Reading Room) is in transition to an instruction room with technology being installed now and training to come later this summer. Further updates will come from Library IT and Instruction Services Division as we are ready.

The Library will continue to offer course e-reserves for FY23. A team investigated several models for course reserves, including reverting to all print reserves, and chose to continue the course e-reserves option because it provides the greatest access to students including in the case of a campus emergency and possible hours reductions at some libraries. Also both approaches require a significant amount of staffing to support -- just in different types of positions. Because we have been supporting course e-reserves for several semesters, we have more familiarity and documentation about that process than we do for print reserves for which we have no experience handling with Alma. We have confirmed course e-reserves as the service model through summer semester 2023, and have left the door open for further exploration for best approaches for fall semester 2023 and beyond. This gives us more time to explore the options and implications, and more time for getting the processes in place for any changes. In the meantime, a planning team is addressing some revisions to the processes and will be announcing the call for fall requests in the coming weeks.

### **“Issues and ideas tracker” for UC Library Search**

Nicole Brown and Jackie Gosselar shared an initial idea for an “issues and ideas tracker” for public services staff who interact with users using UC Library Search. This would be a new mechanism for library staff in those roles to share issues and suggestions for UC Library Search. This tracker would allow many staff to share ideas via this Google Form and review them collaboratively (which is not as easy in the current ticket system which is the current avenue to report problems for resolution). The Google Form is also considered a low bar for library staff who may feel more comfortable with this approach than the help tickets. APriCoT would review submissions regularly.

PSC members previewed [the draft tool](#) and shared initial thoughts such as clarifying when to use this form vs the helpdesk ticket or notifying eproblems. People can email Nicole and Jackie

directly with any additional feedback after the meeting. As next steps, Jackie and Nicole will take the idea to APriCoT and, if adopted, confirm future communications with library staff including incorporating it into the escalation process documentation.

**Future meeting agenda**

Carried over to future Public Services Council meetings are discussion of FY23 priorities and services through a public services lens.