Public Services Council Meeting of June 7, 2022

Attending: Nicole Brown, Ellen Dario, Beth Dupuis, Kristen Greenland, Salwa Ismail, Mark Marrow, Susan McElrath, Jennifer Osgood, Scott Peterson, Neda Salem, Hilary Schiraldi, Patrick Shannon, Jami Smith, David Wong

FY23 public services priorities and suggestions
This summer is a valuable period for the Library to prepare for the 2022-2023 academic year (FY23). The coming year will have all the usual elements of a fall semester with many new students and faculty, some of the elements of this past year as we continue to cope with COVID-19, and some new elements related to the planned campus-wide conversations about the Library's future directions and priorities. Public Services Council members discussed core services and key information to share with Library users as we kick off fall semester. In the process we also identified areas to further develop and communicate better to Library staff and Library users.

- Library access and hours
    - Confirm fall and spring hours; leave blank for future semesters not confirmed
    - Communicate about the service models changes; continues to be a struggle to balance services for users and should explain that we will continue to adapt and revise as we can
    - Confirm how collections will show in the catalog and how users request them; train the staff at the desks who will be handling questions from users
    - Note that service points have impacts on others (e.g., without Doe reference desk staffed some users gravitate to next desk they can find such as in Graduate Services)
- Reference
    - Update information the website; some of the content is outdated
    - Refresh the refstaff@ email list and communicate about new reference services
- Website
    - Review to ensure accurate content before fall semester; requests for changes to be sent to helpbox@berkeley.edu
- Course reserves
    - Communicate about deadlines and process to libstaff@ and teach-net@
- Communications to liaisons and access services staff about policies/services/features
- Communications to new students (e.g., Getting your bearings, International students)

Council members were asked to name items they suggest as some of the "top ten things" we want Library users to know about (well, we came up with eight):
- We have multiple libraries and they have different service models this year
- Course e-reserves

- UC Library Search (users are not finding the collections themselves, library staff are canceling lots of requests because the items are available on campus or online; users not familiar with automatic renewals and other changes)
- Collections request and paging (also how to get items that show as available but unable to check it out)
- Databases we subscribe to (users think of the library for books, not e-resources)
- Library guides by subjects, classes, and other research strategies
- 24/7 chat
- Contacts/liaisons - what they do, how they can help resolve issues as well as provide reference and instruction (remote and in-person)

Updates and announcements
- A new pickup location was created in Alma called "Print Disabilities Services (Doe Library)". Users eligible for this service will choose that pickup location as outlined in the instructions on the [Print Disabilities Services](#) website. This is a change to make it easier to distinguish Alt Media scanning requests. These items will go to Library Imaging Services (LIS) for scanning for patrons that are eligible for these services.
- The Access Services Division is now hiring for the Library privileges operations manager and the Information Desk supervisor positions.
- The Bancroft Library's exhibit called Uprooted closes at the end of June 2022. It is a fabulous exhibit that includes audio and video.

ACTIONS
- Work with APRICOT and Access Services Advisory Group to determine how to address the user issues with UC Library Search noted above
- Work with Library Communications to address the top ten issues through informational signage planned as part of the evolution of exhibit spaces and the Library's online communications
- Share the top ten suggestions with library liaisons for their communications