

Public Services Council Meeting of May 23, 2023

Announcements

- Welcome to Shannon Monroe, representative for Interlibrary Services
- June meeting is canceled; next Public Services Council meeting is July 25, 2023.

Recommendations from DEIBJ Collections Group

Collections Services Council (CSC) charged a group to look at collections related improvements to advance diversity, equity, inclusion, belonging, and justice. They crafted a report in fall 2022 with many recommendations. The DEIBJ Collection Group members include: Jesse Silva, Stacy Reardon, Scott Peterson, Sine Hwang Jensen, Becky Miller, and Naomi Shiraishi. These members and AUL Jo Anne Newyear-Ramirez are now consulting with various stakeholders, including the Public Services Council, about the recommendations. In fall 2023 CSC plans to discuss the feedback and determine next steps.

Today is an opportunity for the Public Services Council members to provide initial feedback to inform their future prioritization and sharing of these recommendations. Key questions include: how feasible is this recommendation, are there barriers or concerns about implementation, what other considerations or key information might inform CSC's consideration? If actions related to these recommendations are approved, they would become priority projects in future years. Below are highlights of the five recommendations and related discussion.

"Eliminate late and replacement fees"

The Library does not charge late fines for most items as people might imagine. The Library does charge replacement and processing fees, and fines for electronic devices which is part of the MOU with ASUC that helped provide the funding for that equipment. Some units do charge late fines for critical items such as study room keys which have been important for getting students to not disregard returns which have negative impacts on other Library users. Replacement fees are an important tool, one of our only ones, for getting materials back from users. Now that we are part of a consortium (AFN) we need to think about how other UCs are dealing with items they own so our students may get bills from them for overdue materials. If major changes were made, there is significant work for Library IT and Access Services - lots of overhead with testing, revising messaging/communications, web site integration, etc. Users can avoid all fines and fees. We could do more to educate users and Library staff related to borrowing materials (there are many steps to the process including courtesy notice, renewal notices, auto-renewals for students, faculty, staff, the late bill is after many rounds to prevent that). We have a unique collection and need to ensure that it is returned and not damaged. The Library has few other tools for getting items returned. The Library no longer sends data to the Registrar for blocking students who have bills over a certain level; there is a law that campus cannot block students from getting transcripts, so nothing happens with service indicators that prevents them from registering and no credit rating impact and do not hold diplomas. We do discuss outstanding bills with users and work with them to reduce it as appropriate. Changes often require us to talk

with other campus units (e.g., Financial Aid, Registrar). Last round of replacement fines had \$2M in billed costs across all types of borrowers. What other options for getting the material back without fines? What do other UCs do (some bill through bursar office and the library is removed from followup steps, all still charge a replacement fee for unreturned items)? How does better education and communication fit in?

“Highlight books at each library from, by, or about underrepresented voices/groups”

Great aspiration. Some libraries don't have good spaces for displays or permanent set-ups. A digital option through libguides might be good; example: [Engineering Library's Inclusive Excellence Collection](#). Unsure who would be doing this project; best to fall to selectors/curators, not access services. Past experience with MAIN new books turned out to be a great deal of work with little user interest. Possibility of approaching this centrally rather than dispersing to many different staff across locations. Recognize that this will require people to do the work so may take time to implement. Perhaps highlight this as a good practice and encourage people to adopt, with spotlights of libraries already doing this and able to answer logistical questions.

“Streamline locations in a library/room”

Logistics of this presents a lot of challenges. Need to talk with Library IT and Metadata Services. Changing location codes and call numbers in the online catalog and for items on shelves is a significant amount of work. The items record task force looked at this suggestion to consider the relationship between the item record call number and bib record call number; they determined there were an overwhelming number of items and tabled this idea due to the complexity. Very much for catalogers to recatalog everything, in different locations and a lot to rearrange all that. May not work for all collections. This issue may be less of a concern in a mediated collection like Bancroft, may be more of an issue in an unmediated collection like Doe reference. Abby Scheel did a survey related to the Doe reference collection and it would be interesting to see what the roadblocks and desired outcomes are as a result of that. May improve this issue with signage/maps, working with specific individuals with neurodivergence needs to see what would work for them.

“Collect student research output”

Concerns about workload. Experience with some special issues from our collection of Library Prize winners' works. Suggest selecting a few groups to target such as student research journals from these groups: <https://research.berkeley.edu/uoc/>. Perhaps shift the focus to the Library's role in helping groups know eScholarship exists and how they can preserve and share their content.

“Add scholarship and DEIBJ in subject libguides”

Perhaps shift the language from “selector-liaisons should...” to “selector-liaisons are encouraged” to attract people in a more collaborative way. Instruction Services Division is listed as a stakeholder but that group doesn't direct people how to design their libguides or state what is required. Suggest each discipline may take their own approach -- to do individually or a group: https://guides.lib.berkeley.edu/geo_dei/voices Keep a user-oriented goal. We should be careful not to proliferate a lot of guides that may not be maintained or may overwhelm users.