Public Services Council Meeting of August 22, 2023

Welcome and brief introduction to PSC
Welcome to new members Albert Chung and Sheehan Grant as the new co-chairs of the Circulation Services Group. Thank you to Jen Osgood and Blake Lindsey for their service as the previous co-chairs of the Circulation Services Group.

Beth Dupuis provided a brief introduction to PSC's charge and roster, and meeting protocols, and encouraged all members to use the libpsc@ list. She also provided a brief overview of the four project areas that PSC agreed to address in 2023-24:
- Review of flexible work arrangement guidelines in relation to public services
- Review of library spaces and services with an equity and inclusion lens
- Promote UC Library Search and Alma to Library users
- Address challenges locating information on the Library website

The next PSC meeting is Sept. 26. We will ask if members of the Library Equity and Inclusion's inclusive spaces subcommittee can join us then. Also if you have suggestions for other topics, please email co-chairs Beth Dupuis and Salwa Ismail anytime.

Updating signs related to face masks in the Library
The campus coronavirus information site no longer includes signs related to masking requirements. PSC confirmed that we should remove all outdated signs but noted that much of that signage (e.g., stating that masking is strongly recommended) is on the same sign as other information (such as food and drink). The preference was to create new signs that made it obvious that wearing a face mask is acceptable and optional (such as "Face masks are welcome but not required.") This is viewed as supportive of Library staff and users who wish to continue wearing their masks. Beth Dupuis will work with Library Communications to create signs with this sentiment, and then call for Library units to remove outdated signs and consider posting the new one.

Handling damaged returned items
Mark Marrow shared an update about the Library's approach to handling damaged returned items. In the Access Services Advisory Group, Brice Sullivan shared a document outlining three categories of damaged materials and polled units about the steps they are currently taking to address them. The categories are:
- common negligence such as highlighting, handwritten notes, and post-its
- wear and tear such as loose binding, broken spine, and torn cover
- special action items such as moldy, sections mission, damaged beyond use

Circulation staff have generally stopped reviewing every returned item for the first two categories due to limited staffing and the difficulty in determining if it was the last patron who caused the damage. Also, once an item is checked in in Alma, all borrower information is anonymized so it is impossible to bill the patron if damage is found after that point. This decision aligns with suggestions from Library staff to review and eliminate fines and fees where feasible.

The Library will continue to focus on the special action items, which is in alignment with the other UC Libraries. These are very obvious to spot as damaged items prior to check in and the severity of the damage is significant enough to make the item unusable and worthy of charging the replacement cost. The Fulfillment and Resource Sharing Group has been tasked to develop documentation that will identify the types of damage that fall within the special action category and the steps to take (e.g., not check in the item to keep the patron data information, add a notation to the record, notify preservation and/selector, etc). Once complete, that documentation will be relevant for all circulating units, including resource sharing (ILL).

Input for the communicating and collaborating technologies sessions
In September 2023, Salwa Ismail will be leading sessions for Library staff to get familiar with the common online tools we use for communicating and collaborating. The sessions will be designed to help everyone adopt the best practices outlined in the Library's communicating and collaborating in a hybrid environment document.

PSC members shared examples of topics to cover in these sessions, including:

- bCal: RSVP to events so it is known if the person will be attending or not
- bCal: How to toggle between calendars, making them seen or not seen as needed
- bCal: Indication for attendance whether on site or remote (and which format they plan to attend a meeting)
- bCal: Send email invites with meetings added to the calendar to ensure they know of it
- bCal: Change settings to not auto-decline meetings which might also include attachments or other documentations
- bCal: Different types of meetings (events, out, focus) and implications of each
- bCal: Set personal calendar to indicate what times unavailable or outside of their hours
- bCal: Include links to agendas, documents, and references that will be covered
- Zoom: Start meeting with general expectations for how to proceed (raised hands, etc)
- Zoom: Start meeting with context of who attending and what aim to accomplish

Library website map change
After the meeting, Lynne Grigsby and Tiffany Grandstaff announced a change implemented this week to resolve an ongoing issue with Google Maps inaccurately displaying the location of our libraries on campus on the individual library pages. This concern was initially identified several months ago, prompting certain libraries to opt for the removal of the map from their pages. In response, we have introduced a solution that entails replacing the Google Maps image with a photograph of the exterior of the library building, to help with visual wayfinding. The photograph

will be accompanied by a precise link to Google Maps, ensuring a dependable method for locating the library without dependence on Google Maps' accuracy. Our aim is to provide our users with an exact means of finding a library's location.