Minutes of Public Service meeting  
October 27, 2011  
Room 486  

Present were: Carolyn Allen (presiding), Tess Gibson, Phil Jones, Kathleen Lehman, Lora Lennertz Jetton (minutes), Joshua Youngblood, Tim Zou  

Dean Allen reviewed aspects of the libraries’ pages and expressed the following;  

She is concerned with the committee pages comingling committees which are official committees or groups and those that are not. She suggested another tier of committees which would include Discussion Groups and Tasks Forces. Committees should be realigned on these pages and committees which no longer meet should be removed from active groups. There needs to be a greater connectivity between department and functional committees and initiatives group. Realignment of the committee pages will be addressed as committees are formed anew.  

We received clarification that Charles Szabo is the new course reserve processor.  

Dean Allen discussed the need to revisit the Public Services page and questioned the need and viability of the Reference Service Standard and the Parameters for Reference Service documents. She cautioned that we have a need to look more broadly at services. She suggested that we view the Parameters of Service as “Parameters of Expertise.” The group was asked to review at a future meeting our Commitment to Services document to determine its continued relevance or need for updating.  

Dean Allen presented issues with regards to training library instruction persons and a discussion ensued.  

The group will edit the Public Services Contact list.