Public Service Meeting
November 30, 2007

Members Present: Bailey, Boylan, Gibson, Jones, Juhl, Lennertz Jetton, Salisbury, Zou
Guest: Perez

Gibson announced that no other candidates were scheduled to interview for the Human Resources position.

Zou reported on the Students Technology Fee Advisory Committee. No progress has been made with a pay for print model. The committee is soliciting ideas for group technology projects. One such project which may be in the works is a presentation work space within the museum.

Salisbury suggested looking at user printing statistics to determine the use of printing by guests.

Bailey indicated that the data on the space survey has been collected and that Juana Young is in the process of formatting the data for analysis.

Boylan announced that the resurfacing of the space behind the FAL circulation desk is completed and that two art works by Kristin Musgnug; “Picnic Island” and “Maine Seascape” are currently on exhibition.

Bailey passed around the libraries goals and objectives with additional information from the public services perspective. A division-wide meeting is scheduled for December 13th at 2:00pm in room 104. This meeting will be in lieu of the Public Services meeting normally scheduled at 9:00am.

The rest of the meeting was devoted to a discussion of the goals and objectives.

- **Goal I – Create a marketing plan for all constituencies that aggressively promotes the libraries**
  - it was announced that Phil Jones is the representative for Public Services on the marketing committee. All are encouraged to submit comments and ideas related to marketing to Phil.
- **Goal I ; Objective 3 – Create a marketing plan for all constituencies that aggressively promotes the libraries. Establish a program to highlight new and existing collections and services on a systematic basis**
  - Bailey will request a small group of volunteers to work on this objective at the division meeting
- **Goal II ; Objective 1 – Cultivate solicit and steward private gift support to the Libraries to increase the Libraries’ endowment. Identify and prioritize unmet needs annually beginning Feb. 1, 2008**
  - Each department will create a list of unmet needs to bring to the January 10th Public Services Meeting at which point the list will be synthesized by the group
- **Goal III ; Objective 1 – Examine the need for expansion and renovation of all libraries on campus to accommodate changing needs and preferences of students and faculty. Conduct an audit to determine how space in Mullins Library can be re-purposed immediately, in advance of major renovation, and how branch libraries may be rearranged or renovated.**
  - Staff responsible for service points in Mullins will meet to explore the feasibility of consolidating service desks. Branch librarians will work together to determine space issues and recommendations related to the branch libraries. Bailey will call the first meetings of the groups in order to articulate the charge.
Goal IV; Objective 1 – Develop an assessment program for collections and services. Develop a better understanding of how our patrons are searching, accessing, using and creating information.

There was a general discussion of the previous survey tools used in the library in addition to potential tools. A goal of January 30, 2008 was set to identify the available pieces of information with which to create a profile of our constituencies (users and non-users).

- Goal V – Create a cohesive instruction program to support the campus curriculum and to foster information literacy. Instead of assigning this task to the Learning Collaborative as was presented as one option, Bailey will meet with Jones and Lennertz Jetton to discuss the integration of Reference, Learning Collaborative and other groups to work on this issue.

NOTE: Public Services meeting will be cancelled on December 6, 2007 in order for persons to attend the RazorFit presentation.

submitted – Lora Lennertz Jetton 12/3/07
revised – Alberta Bailey 12/05.07