

Notes from the Arthur Public Services meeting, Thursday, May 17, 2001.

Present: Lisa Braschler (LU), Catherine Craven (WW), Lucia D'Agostino (CC), and Nina Stawski (SC).

Introductions: Two new committee members, Lisa Braschler and Lucia D'Agostino were introduced. Best wishes were extended To Bill Lowe who has been ill.

Old Business:

Sample copies of promotional materials created for National Library week were handed out. There was discussion about what the respective libraries did to promote National Library Week. Also the possibility expressed that the committee may wish to work on promotional ideas and themes in preparation for National Library Week 2002. Sample copies of a User Survey were distributed and also copies of an end of year Survey of Student Workers. Surveys of our library patrons, both students and faculty, are planned by the committee members within the next year in order to assess our services to users and build on suggestions to improve services or add new services where possible.

New Business:

In an effort to provide improved bibliographic instruction services to our patrons, the committee hopes to have each member library produce a working written Statement of Purpose for Bibliographic Instruction tailored to the needs of the individual institution. It was found that the Libraries had Mission Statements though none had a Statement of Purpose for Bibliographic Instruction that the members were aware of. Committee members read aloud the current ACRL Guidelines for Instruction Programs in Academic Libraries. We went through the guidelines step by step and proceeded to ask each committee member how their institutions do and do not conform to each of the points in the guidelines. Other topics of special interest that came up at the time as examples of progress in areas of access and training included the Lead Award Scholarship program that William Woods is involved with; planning for a 16 week Library Resources course that Lisa Braschler at Lincoln University is proposing; and services to distance learners that Columbia College and Stephens College are offering.

Committee members will try to identify current modes of instruction that our libraries use (tip sheets, handouts, and pathfinders; database treasures hunts, and other quizzes; OPAC, database, and other types of computer training), and identify methods not currently used by all such as web-based tutorials. We will also try to identify the kinds of reports and particularly statistics that we can glean from Inn-Reach, Arthur, and proxy servers and to use these to advantage in promoting our public services programs.

The Arthur Public Services Committee members agree that we would like to strive to achieve these goals:

- To share copies whenever our libraries update, edit or create new handouts or other promotional materials.
- To explore ways to improve access to materials, to offer improved and interesting modes of training, and to improve services to our distance users.
- To survey our patrons to assess and improve our services.
- To find ways to promote our individual libraries, the Arthur cluster, and libraries in general.
- To develop formal Statements of Purpose for Bibliographic Instruction for our institutions.
- To find strategic methods to support public services activities through documentation and statistics so that the library administration will be well-armed to promote the Library to our parent institutions when seeking to fill funding and staffing needs.

The next Arthur Public Services meeting is scheduled for Thursday, June 28, 2001 from 1:00-3:00 at Stephens College Library.

Respectfully submitted,
Nina Stawski
Hugh Stephens Library, Stephens College
nstawski@stephens.edu, (573) 876-7182