

## Public Services Meeting Minutes

9/29/2022

In attendance: Mechele Romanchock, Haleigh Mikolajczyk, Dave Snyder, Sherman Clarke

### Alfred University Libraries Team Report

- Statement of Purpose
  - Front line, gateway, face
  - Make connections.
  - Can't exist without the other team's support.
  - Propel, secure, inform.
  - Make connections with a smile on their face.
    - W/ people, services, information, in library & outside
  - Mold, teach, collaborate across library systems/resources/student workers.
  - Providing space as a service (different needs of patrons at different times/day)
  - Support/mentorship opportunity through S.W. employment
  - Entrance
  
- 2021-2022 Accomplishments/Achievements
  - Return of new hires!
  - Returning the spaces to 'normal'
  - LibCal/Chat/Staffer
  - Engaging Displays
  - Social Media
  - Bookmark Competition
  - Proactive connections across campus/ campus/ another offices/ collaborations/ PR etc.
  - HEOP Study Hall + Ongoing relationship
  - APEX Internship
  
- 2022-2023 Goals/Projects/Things Working On
  - Develop Student Supervisors role model, funding.
  - Observe new patron behaviors & Library usage needs, get good statistics to inform our service model.
  - Address coverage needs considering current budget obstacles.
    - Budget solution
    - Different model solution
    - Different paths
  - Public services team structure
  - MS Teams (U:Drive will end)
  - Training modules or other tools (Canvas, Libguides, etc.)
  - Libguides or other searchable PDF for Student Manual
  - Updated workflow documentation (Staff)
  - Fuller integration comfort with libs....
  - Bringing back key elements of our student worker program for training/support/ feedback/Duties etc.

- Programs (Team trivia, bookmark competition etc.)
- Longer term
  - Electronic versions of online forms (PS docs.)
  - Identify needs for documentation & services for patron groups (Alumni, retired faculty, community members)
  - AU Libraries Card (Community members)
  - Furnishings & Layout