At its April 17 meeting, the UHM Library Senate decided to hold a forum to discuss public services in the Library. To help frame the discussion productively and to help determine an appropriate format for the discussion, LSEB conducted a survey to get a sense of how library faculty opinion breaks down on a core set of questions.

At the time, the goals of the forum were to come to common understanding amongst library faculty of: whom the Library serves, what services the Library provides and what its public services priorities are.

Since then LSEB has consulted with Donna Ching, a facilitator based in CTAHR, to help us focus our discussion, which could easily go in many disparate directions. Donna will be taking a higher-level approach that will focus on identifying strengths and building on them.

Attached are the compiled survey responses. Briefly, the survey questions were:

- How do you define "public services" for UHM Library?
- In your department, who are your constituencies?
- Who are the Library's constituencies?
- What services does the Library currently offer?
- What are we doing that we want to continue doing?
- What are we doing that we should to stop doing?
- What are we not doing that we should/ could/ want to start doing?
- Do we need a head of public services? What should that person's responsibilities be?
Public Services is:

A Cluster of Services

- Any of the functions of the library that would deal with patrons seeking information (i.e. faculty, students, staff of the University, general public).

- Services that bring staff into regular, direct contact with users. Contact can be face-to-face or another mode of communication (e.g. phone, email, mail, internet, HITS).

- Public services are those functions that provide direct assistance to a patron including reference service, instruction, consultations, trouble shooting library resources and services.

- Public services refer to services such as reference that is given to the public, students, and faculty.

- Service to the public. Assisting the faculty, staff, students of UH in their learning and research. This includes providing reference support in all available formats, ILL, and patron-centric collection building.

- Public services=assistance provided to the public directly by a staff person, whether in person or through a computer. Usually includes hours, reference service, and library instruction. While collection development and management can be handled by librarians not in public service units, the interactions a librarian experiences while doing reference and instruction directly shapes our collection development activities. Although the library is a public service institution, and everything we do should benefit the public, I think that for organizational purposes the distinction between public services and technical services should be maintained. (IT supports both, and should have direct links to both public and technical services.) Discussion topics differ between public and technical services. A cataloging record helps a person to obtain a library book or periodical, it is not given directly to a person, but is mediated through the catalog.

- Reference services; library information literacy instruction services; outreach services; document delivery services; circulation services; similar/related activities interfacing with patrons.

- Assisting users in finding information, facilitating access to information, and teaching concepts and skills necessary for current research and lifelong learning.

- Assisting users in finding information, facilitating access to information, and teaching concepts and skills necessary for current research and lifelong learning.
A Point of Contact with the Public

- Any point at which the public interacts with librarians is public service

- Public Services refers to the public face of the library and to library spaces/places where the public and the library interact. Functions encompassed by PS include instruction, reference (in person, virtual, telephone), ILL/DD, web pages, guides, handouts, public areas of the library, course reserves, study rooms, lockers, research carrels, circulation, business office, CLIC and other computers, exhibit spaces, stacks, photocopiers, microform viewing equipment, reading rooms, etc.

- I think of "public services" (PS) as the "face" of the library. PS librarians and staff sit at reference desks and answer questions, consult with researchers, provide library instruction, perform phone and chat lookups, check out books, lockers, carrels, and direct people to the restrooms and copier machines.

- Any service or system for interacting with users of the library. Ref desk, chat reference, electronic resource email, ILL, circulation services, public access computing ...

- Any library services provided directly to our patrons via physical contact as well as through virtual environment. Our primary clientele should be students, faculty, and staff. Community patrons will be secondary.

- It is the interface created between the faculty, students, and staff and the main functions or purpose of the library. It takes many forms.

- Work directly related to the Library's users.

- "Public Services" is made up of services that deal more or less directly with the patrons/public: reference services (reference desk, telephone/email, chat, social media), web pages/libguides for collections, instruction, circulation, stacks maintenance, ILL).

- Public services are those who interact directly with the public, faculty, & students.

Qualities

- Responsive, engaged, outreach, creative, dynamic, comprehensive,

- "Public Services" for UHM Library consists of multiple layers, with UHM students and faculty being alone on the primary level. The next level includes UHM administrators, staff, alumni, and donors. The third level includes the general public both residents of Hawaii and elsewhere.
Definitions

access (3) activity (2) book (2) catalog (2) chat (3) circulation (4) collection (4) community (2) computer (3) concepts (2) consult (2) contact (4) current (2) desk (3) development (2) direct (4) directly (7) email (3) face (2) facilitating (2) faculty (7) functions (4) ill (4) includes (4) information (6) instruction (7) interact (3) interface (3) learning (3) librarians (3) listing (2) research (5) resource (2) room (2) skills (2) spaces (2) stacks (2) staff (8) students (7) support (2) teaching (2) technical (3) telephone (2) uhcl (3) users (5) virtual (2) web (2)
### Priorities for Department

<table>
<thead>
<tr>
<th>Constituencies and Groups</th>
<th>1st priority</th>
<th>2nd priority</th>
<th>3rd priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate students at UHM</td>
<td>80.95% (17)</td>
<td>14.29% (3)</td>
<td>4.76% (1)</td>
</tr>
<tr>
<td>Undergraduate students at other UH System campuses</td>
<td>19.05% (4)</td>
<td>57.14% (12)</td>
<td>14.29% (3)</td>
</tr>
<tr>
<td>Graduate students at UHM</td>
<td>95.24% (20)</td>
<td>4.76% (1)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Graduate students at other UH System campuses</td>
<td>19.05% (4)</td>
<td>57.14% (12)</td>
<td>9.52% (2)</td>
</tr>
<tr>
<td>Faculty (instructional, research, etc.) at UHM</td>
<td>100.00% (21)</td>
<td>0.00% (0)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Faculty (instructional, research, etc.) at other UH System campuses</td>
<td>23.81% (5)</td>
<td>66.67% (14)</td>
<td>4.76% (1)</td>
</tr>
<tr>
<td>Staff at UHM</td>
<td>76.19% (16)</td>
<td>19.05% (4)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Staff at other UH System campuses</td>
<td>19.05% (4)</td>
<td>61.90% (13)</td>
<td>9.52% (2)</td>
</tr>
<tr>
<td>Students, faculty and researchers affiliated with non-UH research and educational institutions</td>
<td>14.29% (3)</td>
<td>28.57% (6)</td>
<td>52.38% (11)</td>
</tr>
<tr>
<td>Private researchers (not affiliated with a research or educational institution)</td>
<td>14.29% (3)</td>
<td>23.81% (5)</td>
<td>57.14% (12)</td>
</tr>
<tr>
<td>UH Alumni</td>
<td>19.05% (4)</td>
<td>38.10% (8)</td>
<td>38.10% (8)</td>
</tr>
<tr>
<td>Donors</td>
<td>38.10% (8)</td>
<td>33.33% (7)</td>
<td>19.05% (4)</td>
</tr>
<tr>
<td>Hawaii public</td>
<td>19.05% (4)</td>
<td>28.57% (6)</td>
<td>42.86% (9)</td>
</tr>
<tr>
<td>General public (outside of Hawaii)</td>
<td>14.29% (3)</td>
<td>4.76% (1)</td>
<td>71.43% (15)</td>
</tr>
<tr>
<td>UH or UH administration or other offices</td>
<td>61.90% (13)</td>
<td>23.81% (5)</td>
<td>4.76% (1)</td>
</tr>
<tr>
<td>Library administration</td>
<td>66.67% (14)</td>
<td>19.05% (4)</td>
<td>4.76% (1)</td>
</tr>
<tr>
<td>Library departments other than your own</td>
<td>76.19% (16)</td>
<td>14.29% (3)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Other libraries in Hawaii</td>
<td>14.29% (3)</td>
<td>61.90% (13)</td>
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</tr>
<tr>
<td>Other libraries outside of Hawaii</td>
<td>14.29% (3)</td>
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</tbody>
</table>

### Free-text Responses

For a technical services librarian like me, all constituencies are equal. Organizations and groups defining, supporting, promulgating digital initiatives, open access, scholarly communication, institutional/digital repositories, web archiving - all would be at 2nd level priority.

Other area studies librarians and libraries.
<table>
<thead>
<tr>
<th>Priorities for Library</th>
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<th>2nd priority</th>
<th>3rd priority</th>
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</thead>
<tbody>
<tr>
<td>Undergraduate students at UHM</td>
<td>100.00% (12)</td>
<td>0.00% (0)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Undergraduate students at other UH System campuses</td>
<td>16.67% (2)</td>
<td>75.00% (9)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Graduate students at UHM</td>
<td>100.00% (12)</td>
<td>0.00% (0)</td>
<td>0.00% (0)</td>
</tr>
<tr>
<td>Graduate students at other UH System campuses</td>
<td>16.67% (2)</td>
<td>83.33% (10)</td>
<td>0.00% (0)</td>
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<tr>
<td>Faculty (instructional, research, etc.) at UHM</td>
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</tr>
<tr>
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<tr>
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<td>16.67% (2)</td>
<td>8.33% (1)</td>
<td>75.00% (9)</td>
</tr>
<tr>
<td>UH Alumni</td>
<td>16.67% (2)</td>
<td>41.67% (5)</td>
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</tr>
<tr>
<td>Donors</td>
<td>50.00% (6)</td>
<td>16.67% (2)</td>
<td>33.33% (4)</td>
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<td>41.67% (5)</td>
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</tr>
<tr>
<td>Library departments other than your own</td>
<td>50.00% (6)</td>
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</tr>
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</table>
What services does the Library currently offer?

Access to computers and specialized equipment

Services we provide ...
- Access to computing
- Computer access
- Computer Lab
- Computers and related equipment
- Computers for students
- Provide space (rooms, tables, chairs, access to computers, etc.)
- Wireless internet access and wireless printing
- Internet access
- WiFi
- Photocopiersons, scanners
- Scanning, copy machines
- Printer access
- Public access computers
- Public access printing
- AV equipment

Access to materials

Services we provide ...
- Access to library materials
- Access to research resources
- Circulating materials
- Circulation
- Circulation
- Circulation
- Circulation services
- Find books in the stacks
- Find materials in the collection
- Getting grants to enhance access to library materials
- Make books and other materials for use or for borrowing
- Provide access to electronic resources
- Provide access to materials in a secure building
- Reserves (electronic and print)
- Wide collection of items to be checked out -- current and out of print
- Acquire materials we do not hold (ILL)
- Articles and books from other libraries
- Do ILL for items we do not own
- ILL
- ILL
- ILL
- ILL/DD
• Interlibrary loan
• Interlibrary loan
• Inter-library loan services
• Lend materials to UHM affiliates and other libraries
• Provide materials to other libraries (ILL)
• Access to unique materials in manuscript collections
• Special collections access
• Create websites and webpages to make information more accessible
• Discovery and delivery services
• Library website
• Maintain web pages and the online catalog
• Methods to locate and access e-resources, e-books
• Systems
• Voyager catalog

Cataloging materials

Services we provide ...
• Acquisitions/serials/cataloging support
• Catalog materials acquired or accessed
• Cataloging
• Cataloging
• Cataloging
• Cataloging of materials
• Clean up/editing of Voyager bibliographic records
• Clean up/updating of authority headings
• Creation of new authority records in LC/NACO Authority File
• Creation of new bibliographic records in Voyager and OCLC
• High-quality cataloging and metadata records
• Metadata for digitized items
• Organize the resources that UHM Library acquires or licenses
• Organized access to millions of books and journals
• Original cataloging
• Provide cataloging for materials housed in library
• Providing ECIP records for University of Hawaii Press

Collecting materials

Services we provide ...
• Acquire books
• Acquire periodicals
• Acquire or license information resources vital to the teaching and research mission of the university
• Acquisitions
• Acquisitions/serials/cataloging support
• Acquisitions of materials
• Book purchases
• Collection development
• Collection development
• Collection development
• Collection development
• Collection development liaison
• Collections and/or content
• Collections in all formats
• Confer with faculty on acquisitions
• Educational print resources
• Purchasing books and journals that are requested by faculty and graduate students
• Resources (electronic and printed)
• Serial purchases
• Serials
• Serials
• Database licensing and access
• Database purchases
• Databases of various sorts
• Educational electronic resources
• Licensed access to scholarly journals
• Resources (electronic and printed)
• Acquire audiovisual materials
• Streaming video
• Streaming video
• Best collection of materials related to Hawaii
• Collecting materials on Hawaii
• Collection materials on the Pacific
• Collection of last resort in Hawaii
• Taking everyone else's discarded materials
• Primary source resources

Collection management

Services we provide ...
• Collection management
• Collection management
• Giver superseded working tools to G&E to offer to others
• Preservation
• Preservation of physical collection
• Preserve the resources that UHM Library acquires or licenses
• Weeding
• House physical materials in a secure building

Creating and maintaining digital collections

Services we provide ...
• Develop and manage digital collections
• Digitization of local materials
• Digitization of videos and guides
• Digitizing materials
• Reproduction of library resources
• Web accessible images of newspapers and rare materials
• 24/7 access to scanned research & rare materials via IR, digital collections
• Institutional repository
• Making digitized materials available to the public for free
• Provide open access repository for UH
• Support for providing access to scholarly artifacts via ScholarSpace

Facilities

Services we provide ...
• Building use for various purposes
• Meeting places for students
• Pleasant work environment for students
• Provide physical spaces for study and meeting
• Provide space (rooms, tables, chairs, access to computers, etc.)
• Provide study and meeting space
• Spaces for individual and group study
• Study rooms and Presentation Practice room
• Study space
• Study space
• Study space
• Study/research space

Instruction

Services we provide ...
• Assist faculty with their classes and /or research
• Bibliographic instructions
• Instruct students and faculty in using the library and its resources
• Instruction
• Instruction
• Instruction
• Instruction in research skills
• Instruction to classes on how to use the libraries
• Instruction workshops
• Library information literacy instruction service
• Library instruction
• Outreach to campus departments
• Teach bibliographic access skills
• Database workshops
• Guidance on using useful research tools, e.g. Endnote
• Instruction on Endnote
• Create libguides and other guides
• LibGuides
• LibGuides

Other

Services we provide ...
• Exam Proctoring
• Respond to suggestions of all kinds from many sources

Professional service

Services we provide ...
• Cataloging advice
• Leadership in the Hawaii/Pacific library community
• Preservation support to other libraries
• Supports development of librarianship through internships and teaching in LIS

Public programming

Services we provide ...
• Exhibits
• Exhibits/public gathering place
• Educationally enriching talks
• Guest lectures
• Ham slam
• Host forums and other events
• Hosting public lectures

Reference

Services we provide ...
• Ad hoc research guidance via the reference desks, chat ref
• Answer individual questions
• Answer reference questions
• Assistance with locating materials
• Assistance with research
• Chat ref
• Chat reference
• Chat reference
• Email reference
• Guidance on using the library purchased resources
• In-person reference
• Operate information/reference desks
• Phone ref
• Ref desk
• Reference
• Reference
• Reference assistance
• Reference chat
• Reference desk
• Reference email
• Reference guidance to wide range of patrons: scholars, grad. students, undergrads, public
• Reference in all formats
• Reference including virtual reference
• Reference phone
• Reference service
• Reference service
• Reference service - showing people how to find materials
• Referral
• Staff
• Consultations
• Consultations
• Expert assistance
• Give in-depth help to grad students
• Reference consultation
• Thorough knowledge of various subject fields
• Topic specific expertise
What are we doing that we want to continue doing?

Access to computers and specialized equipment

We should continue to …
  • provide computer/internet access to students, faculty, staff
  • provide computers & related equipment

Access to materials

We should continue to …
  • borrow materials from other libraries
  • circulation
  • Circulation
  • circulation services
  • find books in the stacks
  • find materials in the collection
  • ILL
  • ill
  • ILL
  • Improve our library catalog
  • inter-library loan services
  • lend materials to UHM affiliates and other libraries
  • maintain web pages and the online catalog
  • make the collections as usable and valuable to our current and future users
  • Plan for new methods of providing and delivering information
  • provide access in person to holdings
  • provide access to or acquire research material for our campus community
  • Provide information in many different formats
  • special collection management, access
  • Systems

Cataloging materials

We should continue to …
  • acquisitions / serials / cataloging support
  • add new bibliographic records in Voyager & OCLC
  • catalog unique materials
  • Cataloging
  • cataloging
  • load new/corrected headings and subject headings into Voyager
  • metadata for digitization projects
  • organize the resources that UHM Library acquires or licenses
  • provide expert cataloging services for our own patrons as well as general public via OCLC
Collecting materials

We should continue to …

- acquire or license information resources vital to the teaching and research mission of the university
- Acquisitions
- acquisitions / serials / cataloging support
- book purchases
- building research collections
- collect for hawaii
- collect for the pacific
- collect Hawaii/Pacific materials comprehensively
- collection dev
- collection development
- Collection Development
- database licensing/negotiation
- database purchases
- develop library collections
- housing research collections
- provide collections
- serial purchases
- Serials

Collection management

We should continue to …

- collect and care for books, journals, etc., which are only in paper format
- collection management
- collection management
- manage collections
- Preservation
- Preservation
- preservation of physical collection
- Preserve information and collections appropriately
- preserve rare and unique materials
- preserve the resources that UHM Library acquires or licenses
- special collection management, access
- weed collection, especially unneeded duplicate copies

Creating and maintaining digital collections

We should continue to …

- digital product development, management, access
- digitization
• digitization of local materials
• DNS
• institutional repository
• provide digital content of locally created materials
• provide open access institutional repository

Facilities

We should continue to …
• gathering places, study space
• offer safe pleasant work spaces for students, faculty and staff
• Provide a place, and equipment that enhance study and learning
• provide new and better spaces for individual and group study
• provide spaces for the exchange of scholarship, e.g. faculty lectures
• provide study and meeting space
• provide study space

Instruction

We should continue to …
• assist faculty with their classes and /or research
• create instructional materials
• fill the gaps between instruction and research on this campus
• instruct students and faculty in using the library and its resources
• Instruction
• instruction
• LibGuides
• library instruction
• outreach to campus departments
• provide class instruction
• provide instruction
• provide instruction
• provide library instruction
• provide library instruction
• provide library instruction
• specialized/focused bibliographic instructions
• Teach research skills appropriate to students’ needs
• Work with faculty to provide services needed by their students

Other

We should continue to …
• business office
• special projects
• Work as a UH system library
Professional service

We should continue to …
  • be leaders in the Hawaii/Pacific library community
  • Improve our staff’s professional abilities

Public programming

We should continue to …
  • exhibits
  • provide exhibit space

Reference

We should continue to …
  • answer individual questions
  • be available for questions about using the collections
  • chat ref
  • consultations
  • consultations
  • email reference
  • give in-depth help to grad students
  • help all patrons get all the information they want when they need it as rapidly as we can
  • in-person reference
  • operate information / reference desks
  • provide expertise
  • provide reference
  • Provide reference and information services
  • provide reference assistance
  • provide reference assistance
  • provide reference services
  • provide reference services
  • ref desk
  • Reference
  • reference in all formats
  • referrals
  • Support our faculty in their own research interests
access (8) acquire (4) acquisitions (3) appropriate (2) assess (2) bibliographic (2) books (2) campus (3) cataloging (6) circulation (3) class (2) collection (20) community (2) computer (2) consultations (2) create (3) database (2) desk (2) development (3) digital (6) equipment (2) exhibit (2) faculty (7) formats (2) hawaii (3) headings (2) help (2) ill (2) improve (2) individual (2) information (7) institutional (2) instruction (12) library (13) management (7) materials (12) needs (2) ock (2) pacific (3) patrons (2) preserve (6) professional (2) projects (2) public (2) purchases (3) questions (2) ref (2) reference (12) repository (2) research (8) resources (4) serials (4) services (7) space (4) special (3) staff (3) students (6) study (5) support (3) system (2) teach (2) uhm (3) unique (2) voyager (2) work (3)
**What should we stop doing?**

**Reference/Service Desks**

We should stop …
- having librarians sit at reference desks; they need to be available for more in-depth projects -- team teaching with faculty, assisting grad students, etc.
- sitting behind reference desks
- We should continue to do "Everything on the previous page, except maybe sitting at a reference desk in case patrons approach. There must be a better way…"
- phone ref
- delivering instruction via the reference desk with librarians
- answering chat reference questions for non-UH patrons
- chat reference for non uh students
- chat reference
- relying on students to staff our service desks
- reference desk staffing (should offer info desk only)
- putting untrained interns and/or civil service staff on "reference desks"
- hiring people who don't want to deal with the public

**Collection Development**

We should stop …
- accepting large gifts without processing funds
- acquiring material that won't be used
- ignoring the large gap between selection and the ability to catalog the materials acquired.
- subscribing to expensive journals unless departments, colleges, schools, assist with costs
- trying to collect tons of paper that no one ever consults
- developing some specialized collections that can be supported elsewhere.
- thinking that basic undergraduate materials can be completely provided electronically

**Instruction**

We should stop …
- basic bibliographic instructions
- pretending that one-off library instruction classes actually work

**Other**

We should stop …
- providing internet access to the general public
- confusing library service with student support services
• expecting to get more space on campus
• buying equipment to follow the latest fad
• being incurious about what our colleagues are doing
• providing same level of service without adequate funding
• pretending we can maintain status as Carnegie I Institution without Carnegie I level of funding
• whining about what is or isn’t "real librarianship"
• the idea that Hamilton and Sinclair Libraries are separate
• cataloging general collections (should outsource)
What should we start doing that we aren’t currently doing?

Planning/Organizational Development

We should start …

• determining what is feasible given our resources
• prioritizing work
• articulating priorities
• articulating changes in priorities, not just adding new things to priority lists
• Finding a shared sense of purpose
• Defining and prioritizing our goals
• Communicating and collaborating with other librarians, even in other departments and divisions, to achieve those goals
• Letting go of past practices when they don't suit present needs
• Being open to new ideas, even when they come from the lowliest librarians and staff
• paying attention to campus priorities
• serving the actual needs of users instead of the convenience of the librarian
• thinking holistically instead of tribally
• including all in discussing how the UHM Library can reorganize

Digital Library Services

We should start …

• coordinating our electronic projects
• data/digital product managing
• developing mobile device-friendly services
• joining HathiTrust
• institution wide disigization/management of special materials
• improving library website.
• Liaison for supporting course management system - Laulima
• Single Sign On when accessing library resources
• digitizing more public domain materials
• a comprehensive Web site redesign

Collection Development/Management

We should start …

• pay more attention to collection development issues
• developing a real electronic collections policy that deals with born-digital content
• analyzing collection use thoroughly
• asking other libraries to share the burden of housing collections
• restructuring the acquisitions budget
• determining whether all special collections can be maintained and enlarged
• using a fund structure that enables selectors to identify materials bought for particular subjects (e.g., what active serial subscriptions do we have for, say, chemistry)
• performing our own space analysis and planning for the growth of print collections (rather than using a consultant from the U.S. Mainland to tell us how to use our space and create Hawaiian places of learning)

Reference/Service Desks

We should start …
• giving more indepth reference help
• exploring how UHM Library can provide online reference more efficiently
• CHAT REF

Other

We should start …
• Space Renovation
• the search processes for a University Librarian and AUL
• using Voyager's demerits system rather than charging fines
• marketing the library to non-affiliated users
• selling reproductions from our collections
• Cataloging materials in a timely manner
• conservation of special materials
• Copyright education
• institution wide loaning/lending management of special materials
• security policy development and management for special collections
• offering more research services such as statistical support, experimental design
Do we need a head of public services?

Yes ....................14 (63.6%)
No ....................2 (9%)
Undecided ............6 (27.3%)

What should be the responsibilities of the Head of Public Services?

Coordination, Planning, and Evaluation of Public Services

- coordinating public service departments
- coordinating public services priorities
- exploring opportunities to enrich public services
- identifying needs in public services
- facilitating prioritization of public services goals
- maintaining a broad overview of public services
- coordinating the evaluation of public services activities
- knowing what everyone in PS does
- resolving interdepartmental problems
- keeping abreast of new/successful models for PS
- coordinating public services provided by the library
- creating a forum for discussion about the services we want to provide
- keep PS departments talking to one another
- formulating library-wide policies and practices
- library-wide perspective on long-range planning & assessment
- program development, policy formulation, resource allocation
- accountable for service quality of Public Service operations
- Running the public services committee
- Setting priorities based on patrons' needs
- coordinating the coffee bar we should have
- decision making when necessary
- coordinating how public services are handled by various departments
- working with each public service unit to provide the best service possible
- both Hamilton and Sinclair Library public services
- anticipating the need for change
- security policy development and management for special collections
- prioritizing the projects
- allocation of staffing that fits the current needs of each public service unit
- cohesiveness of public service area operations
- encourage and strengthen public service faculty and staff’s ability to serve the public

Advocacy/Liaison Responsibilities

- Working very closely with library admin to execute any decisions effectively and efficiently
UHM Library - Public Services Survey, June 2012
Public Services Head

• speaking to the VCAA about academic ties to the library
• leader, representative and advocate for the library on campus
• working with Collection Development & Management Committee
• Coordinating the activities of the PS departments and communicating and negotiating with the heads of Information Technology and Technical Services (who are also lacking)
• working with other parts of the libraries to facilitate priorities
• identifying and working with departments and functions in the library that have become more public services oriented (e.g. Desktop Network Services)
• advocating for public services priorities
• breaking down barriers between departments
• speaking to faculty with the subject liaison to learn what departments want
• developing outreach programs as a community outreach effort
• special projects such as study days events, free coffee, etc.
• our social networking presence
• developing innovative programs to provide alumni with library services
• presenting and supporting public services' viewpoints to the library administration
• providing leadership in exploring new ways of providing services
• representing to the outside community
• soliciting needs and advocating the service from and to outside
• advocating for the betterment of the PS work environment
• outreach to rest of campus

Data Collection and Analysis

• keeping public service statistics
• gathering statistics
• reporting statistics
• identifying what kinds of statistics we need
• collecting data to aid in decision making
• answering public service related questionnaires and surveys
• preparing ARL and other national statistical reports
• ongoing assessment of collections and their use
• coordinating overall data collection efforts to determine where the gaps are in research and instruction support