

**TRLN COMMITTEE ON LIBRARY PUBLIC SERVICES
ANNUAL REPORT
JULY 2002-JUNE 2003**

The membership of the Committee on Library Public Services: Susan Barnard (NCSU), chair of the committee; Vickie Spencer (NCCU Shepard); Diane Strauss (UNC Academic Affairs); Tom Wall (Duke Perkins); and Scott Childs (UNC Law). Duke Medical Center Library was represented by Rick Peterson replaced by Julie Garrison, replaced by Betsy Adams. Betsy served between March and June 2003.

Building on a 2001 program to introduce the libraries to the LibQUAL+ survey administered by ARL, the CLPS had two activities related to the survey this year. Four TRLN member libraries administered the survey during the spring of 2002. On August 8, 2002, the committee held a meeting for UNC Academic Affairs library, UNC Health Sciences Library, Duke Perkins Library, and Duke Medical Center Library to share their preliminary experiences and feedback from the survey. Then on November 12 the committee asked the same four libraries to share their data and any strategies they will use to address and improve service quality.

The theme of service quality and a service culture was extended beyond the LibQUAL+ discussion. In January the CLPS sponsored a program entitled, "The Golden Rules of Customer Service." The presenter was Anne Washburne, training developer for LL Bean. Eighty staff participated in the event which stressed common customer service issues and ways to incorporate service strategies into library work.

The committee continued to oversee the expedited delivery service for TRLN and the Document Delivery Subcommittee. The delivery service continued to meet its service goals for 21 of 24 days measured during the year. Statistics that report the volume of material and delivery performance are compiled and distributed via the TRLN website. The Document Delivery Subcommittee met monthly throughout the year and hosted an ILL Forum in March 2003. The staffs from all ILL units in TRLN libraries were invited to attend to hear presentations on assessing books for damage and an update from SOLINET on the OCLC ILL web module.

Two additional task groups of the CLPS met during the year to focus on local service issues. Reference librarians from Duke, UNC, and NCSU who all use the LSSI software for their virtual reference service met to share staffing models, service implications, and policies. The group also advanced a discussion about how to share staffing of the service across the three libraries to expand the hours the service is available. Additionally, a group of select circulation and reserve librarians began meeting in December 2002 to draft a policy for lending materials among TRLN members for reserve. The service will build on longstanding cooperative collection development agreements in TRLN.

The committee created an agenda of discussion topics for the spring and summer and in May devoted a meeting to reports from each library on the statistics that are collected for

public services. Additional topical meetings are planned through the next year for the purposes of information sharing.

In May the committee hosted its final staff event for the year. The staff of the UNC House Undergraduate Library prepared a program and tour of their renovated and redesigned facility for TRLN. Participants were able to get an in depth description and demonstration of the services, labs, and partnerships created for the new facility.

MEMBERSHIP

Betsy Adams, Duke Medical Center Library
Susan Barnard, NCSU D.H. Hill Library (Chair)
Scott Childs, UNC-CH Kathrine R. Everett Law Library
Vickie Spencer, NCCU Shepard Library
Diane Strauss, UNC-CH Academic Affairs Library
Tom Wall, Duke University Perkins Library
Kim Armstrong, TRLN staff