

**TRLN COMMITTEE ON LIBRARY PUBLIC SERVICES
ANNUAL REPORT
JULY 2003-JUNE 2004**

The membership of the Committee on Library Public Services (CLPS): Susan Barnard (NCSU) chaired the committee through September 2003 and was replaced by Rob Rucker (NCSU) in March 2004; Scott Childs (UNC Law); Rick Peterson (Duke Med) was replaced by Robert James (Duke Med) in March 2004; Vickie Spencer (NCCU Shepard); Diane Strauss (UNC Academic Affairs); Tom Wall (Duke Perkins) became chair in September 2003.

All of the standing committees in the consortium were tasked by the Executive Committee to review their charges and membership compositions during the fall 2003. The CLPS is the most recent standing committee to have been created and it began meeting in the fall of 2000. CLPS members talked with their public services staff to get their input on whether the committee was effective at communication and covering appropriate issues. The committee members devoted a meeting to a review of the committee's activities and priorities, and Tom Wall, chair, met with the Council of Directors in December to discuss committees. No changes were made to the charge or the composition of the CLPS.

As a result of the committee review in the fall, the CLPS agreed to hold a series of meetings around emerging topics in public service and to invite appropriate staff from each library to the discussions. Library instruction, electronic reserves, and access services were the areas identified as being of the most interest. Instruction librarians from all four campuses met with the CLPS in March and future meetings are scheduled e-reserve and access services.

The committee sponsored or cooperated to provide three enrichment events to library staffs this year. In October, the CLPS and Committee on Information Technology co-sponsored an Open House at the NCSU Libraries Learning and Research Center for the Digital Age. The CLPS selected participants to attend a two-day workshop in January at the State Library on "Library Marketing in an Academic Setting." The committee members met with the 4 participants (3 from Duke, 1 from UNC) to discuss potential follow-up for TRLN and the publicity projects that they designed during the two days. Finally, because the CLPS has an ongoing interest in service quality, the committee contracted with Cal Shepard from SOLINET to give the workshop, "The Librarian as Communicator" to 30 participants from all four institutions in June. The feedback on the session was very positive and the CLPS may bring the workshop back for additional sessions.

Following up on conversations between the CIR and the CLPS, a subgroup of reserve librarians worked on a draft policy that would enable the libraries to lend materials to each other for reserve. The draft "TRLN Reserve Loan Agreement" would be an optional service for the libraries to capitalize on cooperative collections and to support instruction at any campus.

The Document Delivery Subcommittee continued to meet regularly and James Harper (NCSU) is chair. The committee oversees the activity of the expedited document delivery service for TRLN libraries. The service goal is to provide material to the users within 48 hours of their request. The TRLN website hosts statistics on the service and monthly activity is measured as well as turnaround time. The service goal was met for the consortium on 22 of 24 days measured during the year. Total volume of lending and borrowing was 24, 294 items, an increase of almost 1300 items from the previous fiscal year.

MEMBERSHIP

Scott Childs, UNC Kathrine R. Everett Law Library

Robert James, Duke Medical Center Library

Rob Rucker, NCSU Libraries

Vickie Spencer, NCCU Shepard Library

Diane Strauss, UNC Academic Affairs Library

Tom Wall, Duke Perkins Library, Chair

Kim Armstrong, TRLN Staff