

New Public Service Group Structure, April 12, 2006

The goals of this new model are to enhance our ability to:

- Advance the Libraries' strategic plan.
- Improve user services through the effective use of resources and time.
- Provide transparent processes for decision making and clear communication.
- Insure roles and responsibilities are defined.

This new model involves three broad levels of activity:

- **Level 1** – Leadership across Public Services.
- **Level 2** – Broad cross-divisional groups within Public Services focused on integration and improvement of services, and client outreach and assessment strategies.
- **Level 3** – Practice-based groups: functional and project/task groups.

Principles to facilitate the work of this new structure are provided at the end of this document, after the general descriptions of the groups below.

Level 1

Public Services Leadership Group (PSLG)

Membership

- Associate Director for Public Services (chair)
- Divisional Librarians
- Associate Heads of Divisional Libraries
- Document Services Librarian

Charge

- Sets vision for Public Services.
- Provides oversight for planning and decision-making.
- Ensures proper alignment of staff effort to support group processes and strategic efforts.
- Reviews Public Services Proposals and determines appropriate action(s).
- Responsible for creating a culture of assessment through a variety of measures that consider client satisfaction, innovation, development of people, quality, and productivity.
- In collaboration with the Level 2 and Level 3 Groups, defines their charges and decision-making parameters.
- Appoints chairs and members of Level 2 and Level 3 Groups.

- Approves establishment of Task Groups and their membership (in consultation with sponsoring group when appropriate).

Level 2

Integrated Services Group (ISG)

Membership

- 1 Circulation Supervisor
- 1 Processing Supervisor
- 1 Reference Coordinator
- Coordinator, Central Reference Services
- 1 Branch Librarian
- Document Services Librarian
- 1 PSLG Representative
- 2 (or more) At-Large Members

Chair appointed by PSLG; membership term is two years (initially staggered), with the possibility of extension.

Charge

- Responsible for maintaining and improving service quality across physical and virtual service points; liaisons with BAG and WAG.
- Recommends changes in policies and procedures for service improvement to the Public Services Leadership Group (PSLG).
- Updates core competencies and customer service guidelines as necessary.
- Coordinates staff training and documentation efforts in support of core competencies and customer service by working collaboratively with the Access Support Group (ASG) and Research & Instructional Support Group (RISG).

Client Focus Group (CSG)

Membership

- Instruction Coordinator, Humanities Library [Orientation Coordinator]
- 1 Branch Librarian
- 1 PSLG Representative
- 2 Subject Specialists
- Reference Archivist
- Communications Officer
- 2 (or more) At-Large Members

Chair appointed by PSLG; membership term is two years (initially staggered) with the possibility of extension.

Charge

- Responsible for developing, coordinating, and implementing PS-wide outreach activities to faculty, students, postdoctoral researchers, staff, and other appropriate client groups.
- Establishes appropriate liaison roles with student and postdoctoral leadership groups.
- Develops strategies for gathering and assessing client needs.
- Proposes service improvement strategies based on client needs.

Level 3

Access Support Group (ASG)

Membership

- Circulation Supervisors
- Processing Supervisors
- Library Storage Annex Supervisor
- 1 Branch Staff
- 2 (or more) At-Large Members

Led by co-conveners (1 Circulation Supervisor, 1 Processing Supervisor) appointed by PSLG; At-Large Members appointed by PSLG (term is two years, initially staggered) with the possibility of extension.

Charge

- Responsible for improving staff workflows and processes to benefit user self-sufficiency in support of access to library resources; works with appropriate units in Collection Services and with BAG to foster continuous improvement in this area.
- Works with Integrated Services Group (ISG) and Research & Instructional Support Group (RISG) to develop appropriate staff training and documentation.

Research and Instructional Support Group (RISG)

Membership

- Reference Coordinators
- Instruction Coordinators

- Head, GIS Services
- 2 (or more) At-Large Members

Led by co-conveners (1 Reference Coordinator, 1 Instruction Coordinator) appointed by PSLG; At-Large Members appointed by PSLG (term is two years, initially staggered) with the possibility of extension.

Charge

- Responsible for recommending improvements to research support services.
- Responsible for design and implementation of system-wide instructional program.
- Develops programs and tools to strengthen staff efforts in research support and instruction.

Principles

- Public Services adopt a PS Proposal Process similar to that proposed by PS Group Review Team in their January 20, 2006 report, and that PSLG be responsible for implementing this new process.
- DLG continues to exist as an informal group that represents Public Services on DLG/TSAC and Library Council, and meets informally to discuss personnel, budgetary, and other administrative issues.
- BMG no longer continue as a formal group, but instead meets informally to share best practices, ideas, and provide their representatives on ISG, CFG, ASG and other groups with appropriate input.
- All new groups publish their agendas to all-lib at least one week prior to the scheduled meeting.
- Meetings attendance be open to non-group members based on agenda and with the approval of the chair or co-conveners.
- At-large memberships be open to all staff and support staff involvement be supported when possible; opportunities for membership will be coordinated by PSLG.
- Meeting frequency and schedules be designed to insure appropriate consultation and review cycles.
- All group chairs and co-conveners receive training in managing meetings.
- PSLG will be responsible for assessing the PS group structure on a regular basis.
- A minimum of two all Public Service staff meetings be scheduled every year.