User Services Advisory Committee

Meeting Date/Time: February 14, 2014; 1:30-2:30

Present: Jim Dohle; Susie Duncan (minute-taker); Kelly M'Cusker; Susan Schnuer; Sue Searing (chair); Jenny Taylor

Agenda: Finalizing the GREAT guidelines.

1. Cookie Breaks
   These were popular, with approximately 40 attendees and several email responses from people who couldn’t attend. Support for the guidelines was overwhelmingly positive and generated suggestions for edits, additional guidelines and many (25+) ideas for training (which will be passed on to the Staff Training and Development Committee).

2. Final edit
   Prior to submission to Administrative Council for approval Monday suggestions from the Cookie Breaks were incorporated into the guidelines, including addition of a preface.

3. GREAT housekeeping
   a. It was agreed that GREAT will replace the Service Values currently listed on the User Services website. ([http://www.library.illinois.edu/administration/services/policies/service_values.html](http://www.library.illinois.edu/administration/services/policies/service_values.html))
   b. It was agreed that the guidelines should be reviewed yearly, if possible in the summer so changes could be in place before the start of the fall semester.

4. Next meeting
   Bring ideas for the committee’s next undertaking to the next meeting, scheduled for March 12, 10-11 in room 230B.