Advisory Committee to the AUL for User Services
March 12, 2014 - 10:11am - 230B Main Library

MEETING MINUTES

Present: Dohle, McCusker, Romero, Schnuer, Searing

1. Select minute taker: Lisa Romero

2. Follow up to GREAT:
   a. Appropriate dress guidelines.
      The GREAT document was forwarded to the Administrative Council. The only concern was the issue of dress codes. Sue requested information from Lori Mestre to see if/how UGL enforces a dress code with its staff.
   b. Etiquette.
      The Committee discussed the RUSA guidelines and decided to create a link to the RUSA guidelines from the page where the GREAT document would be located.
   c. Questions from Staff Development & Training:
      i. How can we consistently implement this across units as many units already have policies, perhaps differing policies, from what is in GREAT?
      ii. How can we instruct units on auditing their policies to implement GREAT?
      iii. What would we like to see people do with this?
      iv. What are the best practices for GREAT?
      v. How do we supervise GREAT expectations?

The Committee discussed where to “house” the GREAT document and decided to create a web page for GREAT and link it from the AUL for Services website.

Additional issues were discussed:
- How do we implement the GREAT guidelines across library units
- How consistent should we be across library units
- Should unit heads meet to discuss the guidelines and insure that all units follow them?
- How does the GREAT document relate to the various staff awards? How can we acknowledge good public service behavior?
- How can we assess the effectiveness of the GREAT guidelines? It was suggested that we get input from Jen-Chien Yu.
- The Library will be conducting a ClimQual Survey. How can we ask particular questions that address the quality of public service?

3. Website updates:
   a. Office of User Services – http://www.library.illinois.edu/administration/services/
   b. New Service Models – http://www.library.illinois.edu/nsm/

4. Other business: None