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# Public Services Work Team Charge

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**Public Services Work Team**  
**Charge Approved: May 2015**

**Charge:** Consider and recommend policies and procedures on public service at the Library.

**Purpose:** This work team will enhance interdepartmental communication and coordination for all aspects of public service. Study rooms, problem patrons, services to 1<sup>st</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> floors, class assignments which affect both service desks, planning for emergencies, how to address technical problems which arise nights and weekends, and scheduling are typical of what this group would discuss.

**Membership:** Head of Information Services, Head of Access Services, Learning Commons Director, Circulation/Reserve Desk Supervisor, Night Reference Librarian, Head of Collection and Resources Services, and a representative from Systems Department to be appointed by the Systems Librarian. All interested library personnel are welcome to attend and participate in the team meetings.

**Process Notes: Process Notes:** The team coordinator(s) will be selected by the team members for a specified period of time; terms may be renewed. Each summer the team membership will be reviewed and library personnel will be invited to volunteer to be members, or asked if they wish to rotate off the team.

Team meeting agendas will be prepared in advance and sent to Zach-I, with an invitation for interested personnel to attend as visitors. Meeting essence notes, consisting of a brief summary of topics addressed, will be distributed via Zach-I and archived in Digital Commons. Team decisions must be ratified by the library faculty in the form of recommendations that are distributed at least three days before the library faculty meeting when the recommendations are to be considered.