#### **ALL-SIS Student Services Committee**

# Conference Call Notes – Students Services Toolkit / Bank of Sample Documents

### January 25, 2013

Attendees: Amy Ash, Rob Beharriell, Frances Brillantine, Heather Casey, and Morgan Stoddard

The committee discussed four topics: (1) the platform for the Student Services Toolkit, (2) the content of the Student Services Toolkit, (3) the content of the Bank of Sample Student Services Documents, and (4) a listserv discussion of student services.

#### Student Services Toolkit Platform:

- Rob and Frances gathered information in the fall on the new ALL-SIS website, My Communities, and other options for the toolkit, such as a wiki or LibGuides.
- A summary of the information they provided and discussed during the conference call is as follows:
  - The new ALL-SIS website will not enable committee members to edit content themselves. All edits will still need to be made by submitting them to the ALL-SIS webmaster, Creighton Miller. Committee members who have worked with Creighton noted that he is very responsive and makes edits and updates quickly. Concern was expressed about how quickly updates would be made in the event Creighton leaves this post.
  - Using a wiki for the toolkit, which would enable committee members to edit the toolkit directly is feasible. The committee could create a wiki and Creighton could link to it from the committee's webpage on the ALL-SIS website. However, Creighton noted that AALL and ALL-SIS in general are looking to ensure uniform branding of content, and therefore, while a wiki is technologically feasible the committee might run into a conflict with policy and possibly have to migrate the wiki in the near future to a different platform.
  - My Communities is another option for hosting the toolkit that would enable the
    committee to directly post documents and edit content. The committee could create a
    committee "community" and post the documents to the library in My Communities.
    Concerns with using my communities were that it is only accessible to members of AALL
    who use My Communities and the system for posting documents is a basic folder
    system.
  - LibGuides was proposed as an option for the toolkit since it would allow direct edits by the committee, is easy to use, and available at many libraries. Concern was expressed that the committee may run into policy issues with using LibGuides similar to using a wiki (i.e., running afoul of organizational efforts to have uniform branding) and the committee would not be able to edit the toolkit if on future committees, none of the members had LibGuides.

- The decision was made to use the ALL-SIS website as the platform for the toolkit. The
  committee will develop the toolkit and then send it to Creighton this spring/summer to be
  added to the new ALL-SIS website.
  - Rob proposed also making the toolkit content available on My Communities to make it
    available to as wide an audience as possible. The proposal was tabled pending the
    discussion of the content of the toolkit and then the committee ran out of time during
    the conference call. The committee will address this proposal later this year.

#### **Student Services Toolkit Content:**

- Amy and Stacy canvassed the content of other toolkits created by AALL committees and special
  interest sections to see what information is already available and what was included in other
  toolkits. They also looked at library's websites to see what services were discussed as "student
  services." They submitted their findings in a report (see below).
- The committee reviewed the report and other toolkits from the ALL-SIS committees, such as the marketing toolkit and the faculty services toolkit.
- Amy proposed that the toolkit could take various forms, such as simply a bank of sample documents or also providing guidance, background and ideas to users.
- The committee agreed that the toolkit needed to have contextual information, e.g. explanation of what is included and the various sections, rather than a list of links.
- The decision was made to create a toolkit similar to the ALL-SIS Faculty Services toolkit, containing both sample documents as well as additional information, such as articles, background information, trends, suggestions for new services, et cetera. Amy, Stacy, Heather, and Rob will coordinate going forward what to include in the toolkit and how to proceed creating the content.

## **Bank of Sample Student Services Documents:**

- Frances and Jennifer updated the bank's current content last fall.
- Last fall, they also put to the committee a number of questions regarding the bank including changing the name, organization, and scope of the bank and whether the bank should be merged with the toolkit. The committee discussed the proposal.
- The decision was made to keep the bank of sample documents separate and not merge it with
  the toolkit. The committee agreed to rename the toolkit "Student Services Websites &
  Resources," or similar, narrow the scope to student services specific materials, and
  reorganizing the bank as needed to make it more useful. Frances and Jennifer will continue to
  work on the toolkit this spring, making the changes noted above as well as adding any new
  materials they identify and consider appropriate for inclusion.

## **Student Services Discussion:**

- The committee considered Rob's proposal to have a listserv discussion of student services issues as well as the platform for hosting the discussion (i.e., creating a new My Community for student services or holding it on an existing listserv, such as ALL-SIS or Members Open Forum or other). The discussion would be similar to the marketing discussion hosted by the Student Services Committee in 2011
  (http://www.aallnet.org/sis/allsis/committees/students/discussion04\_26-28\_2011.asp). Post-Call Note: The Faculty Services Committee has also hosted these discussions and the content is available on their webpage.
- The decision was made to host a discussion this spring/summer using an existing listserv. Rob
  and Heather volunteered to coordinate and all committee members are asked to send them a
  few possible questions by the end of February for the discussion. Morgan will send a
  reminder and contact Maureen, Erin, and Patricia and ask them to send questions as well.

### A. Survey of materials in other AALL and SIS toolkits

These are items that are typically in toolkits. Things that would be obviously inappropriate were omitted, but some things that might not work in this context are included because they might work with modification or by analogy:

- 1) Bibliographies lists of published materials on the toolkit subject matter (including subtopics)
- 2) Articles complete articles written by the toolkit makers or by others
- 3) Checklists and guides (either things-to-consider or best practices)
- 4) Sample documents
  - a) Forms
  - b) Recordkeeping aids
  - c) Handouts
  - d) Marketing materials to increase demand for the service
  - e) Brochures
- 5) Profiling tools
  - a) Sample user mind map
  - b) Model user surveys
- 6) Sample language for frequent questions/talking points
- 7) Job descriptions for positions specialized in whatever the toolkit is about
- 8) Sample policies

## B. Survey of student services mentioned on law library websites

These are student services and issues related to student services that are mentioned on law library websites. Some seem to be core services, while others are offered only by a few schools. The service list is kind of an odd grab bag—some things are ancillary to services (i.e., fines, database lists)--but they've been included because might help us decide how to populate the categories above.

- 1) Borrowing
  - a) Books
  - b) Borrowing of materials other than books (i.e., bikes, bike gear, bike locks, dogs, thumb drives, cell phone chargers, adapters, iPads, e-readers, notebooks, whiteboard markers)

|     | c) Fines<br>d) Reserves  |
|-----|--|
| 2)  | Electronic access privileges   |
| 3)  | Document delivery and ILL  |
| 4)  | Special services to law review/journal   |
| 5)  | Material purchase suggestions  |
| 6)  | Study room reservations  |
| 7)  | Carrel information   |
| 8)  | Computing services and assistance  |
| 9)  | Content management system help and maintenance   |
| 10) | Disability services  |
| 11) | Facilitation of services at related university libraries (i.e., outside the law school)  |
| 12) | Copier and scanning information/services   |
| 13) | Research help  |
|     | <ul> <li>a) Formalized live training and research instruction (apart from course instruction)</li> <li>b) Research appointments</li> <li>c) Online tutorials</li> <li>d) Research guides</li> <li>e) Email or chat reference</li> <li>f) Special help for FCIL research</li> </ul> |

14) Publishing guidance/help (how-to materials, ExpressO)

| 15) Lists of databases  |
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| 16) News/Blogs  |
| 17) Exam bank   |
| 18) Lists of new and favorite resources (print, web, apps)  |
| 19) Law-related entertainment (novels, dvds)  |
| 20) Lists of current awareness tools  |
| 21) Off-campus access   |
| 22) Tours   |
| 23) Materials that educate students about the history/culture of the law school (lists of traditions, archival collections, faculty publication info) |
| C. Miscellaneous Topics   |
| We may want to include information about the decision to offer a service electronically (which ones, why, options, obstacles, etc)                    |
| The same is true for mobile services  |