

PRC (2/22/05)

Rhode Island Library Board

Public Relations Committee Report

2/28/05

The PR Committee met on Tuesday, February 15, 2005, between 3:00 – 4:30 at the OLIS Library.

The committee worked on the Facts about Rhode Island Libraries – especially to shorten the sentences and remove library jargon. Hope took all the comments and worked on a revised version that has been sent to the Board.

At this time we would like to bring this version to a vote for this to become a Board publication. If approved, we suggest that this be mounted on LORI web site, and a message be sent out from Mark to all RI library associations/networks asking them to link to this from their own web sites. It is suggested that the message go out in conjunction with National Library Week in April. In addition, as the web publication can be updated, we will accept feedback/comments/suggestions and update the web publication as necessary.

The committee will also look into preparing a print version of this

publication.

At its meeting, and at the request of the Board, the committee also discussed how to go about promoting “Ask a Librarian” and the Statewide Reference Resource Center.

The committee came up with questions which we think need to be answered first and they are:

- 1. Is “Ask a Librarian” for any kind of request? From website it seems to be for “questions about RI, or its state or local government”.**
- 2. If we promote both services – are there enough staff to answer the questions. We do not want to promote it statewide, just to find out staff can’t handle all the questions.**
- 3. What is the expectation from SRRC – how many questions should they be answering.**
- 4. How are both these services incorporated with email reference and virtual reference service (e.g. CHAT) that are being provided by public and academic libraries in the state.**
- 5. How and why did SRRC come about? Is it still needed now that many resources are accessible via the Internet, and librarians are searching the WWW and also emailing their colleagues and posting questions to listservs when they are dealing with difficult questions.**
- 6. With 3 statewide working groups being formed this month, and a legislative commission beginning its work soon, is this the time to**

promote the two services?

7. What kind of questions are currently being asked through both services.

In order to begin to gather answers to these questions, the PR Committee will invite a number of people to its meetings, and report back to the Board.

Report submitted by

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Chair, PR Committee