University of Arkansas Libraries

Extreme Makeover Task Force
Meeting Summary
Tuesday, April 6, 2010
3:30 p.m. Room 486

Present: Juana Young (chair), Sheri Gallaher, Judy Ganson, Donna Daniels, Alberta Bailey, Jeremy Smith, Necia Parker-Gibson, Lynaire Hartsell, Roy Hatcher, Donnie Dutton, Mary Walker, Jimmy Jackson, Allon Callahan

Summary of reports presented:
Public Services – Alberta Bailey presented items regarding the future of the Periodicals Room space and holdings. See her report at the end of these minutes. Additional points/clarifications were made concerning a few items in her report:

#13 – The current space occupied by the large scanner would remain unused at this time. A recommendation was made from Systems personnel to move the scanner to the binding prep. area near S&R.
#15 – Photocopy room to remain as is with no food vending or group study. Perhaps supplies vending could be added easily in the copier room.

Service Accessibility – Donna Daniels submitted a report from the Service Point Subcommittee which recommends a one point service desk for Reference, consultation services, Access Services, and IT. The report is a laundry list of what equipment and furnishings would be required at this new desk in order to provide staff with the tools needed to deliver a high level of service to library patrons. See her report at the end of these minutes.

Group Study Spaces, Furnishings, Quiet and Non-quiet Study Spaces: Sheri Gallaher distributed diagrams of levels 3 and 4 extension bays where future group study, casual study, and additional furniture could be installed. This can be a Phase II project once Level 2 reconfiguration is completed and the amount of public seating lost on level 2 (if any) is determined. Allon Callahan has posted diagrams of the various quiet and non-quiet areas of the library on SharePoint. The current quiet areas are determined by, and mostly self-policed by, library users. Future discussions will need to be made regarding signage, color coding, and public awareness of these areas.

Wireless Upgrades: No report was given.
**Wireless Charging Station:** Jimmy Jackson presented items regarding future use of wireless charging stations. His report was not available at the time these minutes were submitted.

**IT Services:** Roy will have the final draft of the level 2 layout, including a new satellite lab op desk to be located in the area of the current ELC tables, posted on Share Point by Friday, April 9.

After the reports were presented, Juana asked for feedback on the recommendation to have a one point service desk, primarily as it is related to the IT functions being moved there. Donnie likes this first attempt at combining services and thinks that even more of the good ideas brought up during this remodel can occur as we move along. Some discussion followed as to just how much cross-training should occur between IT and Access Services. While it is not fundamentally recommended, certain functions such as the checking out of laptops can be shared; however, there should be set limits on cross-training. Discussion about this will continue, but most committee members concurred that the main objectives of combining services and reconfiguring desk spaces is to provide excellent public service and excellent referral service.

**Additional Information:**
Comments/questions brought up in the meeting that may require further discussion:

- Open shelves for ILL pickups?
- Should we be maintaining microfilm/fiche collections?
- How much new furniture is possible for the new desk and other new areas?
- Subject specialists with laptops could use docking stations at main desk and IT satellite desk so desktops wouldn’t be needed. Have a cleaner main desk.
- Current west check out station would become the new IT satellite desk at north end of level 2.
- Heights of current Reference and Circulation desks may be different. [Ed. Note: north desk is 40” high, south desk is 39” high.]
- How much staffing and training will be needed at the combined desk, and if large shifting projects are in the future, how much additional staffing will the stacks unit need? (Tech fee won’t cover staffing.)
- Keep a barrier near the Development Office, using 2 counter-high reference ranges.
- Save or dispose of counter tops? Can they be used at LISA?
- What to do with the Periodicals Desk, outside office area, and 221B office?

Juana is pleased with how far the committee has come and how things are jelling, and asks that people/groups keep working on their same tasks.

SG
Next meeting will be on Friday, April 9, at 2:00 pm, room 486.

**Summary of Public Service Discussion of Extreme Makeover Issues**

1. Periodicals room should remain a semi-quiet area (less quiet than Walton Reading Room but quieter than the commons areas)
2. Do not add any elements that bring additional noise, i.e. consultations, collaborative spaces for group work
3. Create a comfortable seating area for reading current newspapers, periodicals and new books
4. Consolidate the current periodicals display shelves to reduce the amount space needed and remove shelving to free up space
5. Do not try to separate selected popular titles from the rest of the display titles.
6. Putting current display titles in the stacks raises concerns about lost and damaged issues – replacement costs for FY2009 = 125 for $1412.28 and for FY2010 = 128 for $1235.42
7. Maintain one service point – if possible combining IT, Research, Circulation and Tutoring help as an initial contact at the same point
8. Maintain microforms in current location
9. Remove ERIC microfiche to Compact Storage or Lisa and have retrieved by request through ILLiad
10. Review other microform titles for consideration of removal – ASAE Proceedings, Microcards, Theses and Dissertations, etc.
11. Maintain current reserves system
12. Investigate ILL check-out through InfoLinks
13. Transfer large scale scanner to Special Collections
14. Remove extra equipment that is not in use for surplus
15. Maintain current photocopy room – review copiers provided, add supply vending
16. Periodicals Desk, Office, and enclosed work space was left open depending on the rest of the plan
17. Quiet computing area could be established in part of the room where ERIC microfiche is located
Service Point Subcommittee

Encompasses: Ref, Access Ser., IT, consultation area

Should we employ student to work at service points?
We need better trained staff – ref/access services
We are all fundamentally against cross training. We need better understanding of how to make a referral and customer service issues.

What should a consolidated desk include?

Built-ins
Storage
Lose the clutter
Use electronic forms where ever possible
Printer should be centralized
ADA compliant
Counter height should vary according to the type of service provided
Dual monitors – one should be on an arm
Easy access to users – cutouts
Central Location
Shelves for Ready Ref and Reserves incorporated
Signage – Color and use icons as well
GIS/CD Rom Services
What about greek study hall sign-in notebook
Speakers
Headsets
Laptops with webcams
Docking Stations
Skype type capability
Chat and Text reference
Discreet receipt Printer
IT-file cabinet
Paper and Printer supply storage
Telephone
Laptop Carts and power supply for them

White board dividers
Remove the glass wall