University of Arkansas Libraries
Academic and Research Service Group, May 16, 2013

Present: Molly Boyd, Donna Daniels, Judy Ganson, Tess Gibson, Lora Lennertz Jetton, Phil Jones, Beth Juhl, Kathleen Lehman, Joshua Youngblood, and Tim Zou.

As there were no agenda items submitted, the meeting consisted of reports from members.

Kathleen Lehman reported that the Physics Library was not busy, as expected, as there were no intersession classes in Physics.

Phil Jones reported that the Fine Arts Library has seen some erratic use; some days quiet with other days very busy.

Judy Ganson reminded everyone that June 20 is the deadline for travel and equipment requests. Copy Lora Lennertz Jetton on all requests, so that she can keep track division wide. When ordering equipment, individuals may contact the Systems Department for make and model price comparison. It is better to list the features you need rather than a specific model number so that they may comparison shop. Ask David Boddie for hardware information and Elaine Contant for software information. They are currently investigating Adobe licenses. Do not request the full Creative Suite if all you use is Photoshop. A fee subcommittee will be meeting on Thursday.

Joshua Youngblood reported that Special Collections was very busy in the Reading Room with many researchers, including one from Hungary on a Fulbright scholarship. Joshua traveled to Tulsa on Tuesday to collect forty boxes of personal papers, scrapbooks, clippings, etc. to add to the Billy James Hargis Papers. Special Collections is also seeing use in the Delta Delta Delta scrapbooks, as that sorority is celebrating its centennial this year. Joshua will be giving a genealogy talk this Saturday at the Fayetteville Public Library on identifying historic photographs. Geoffrey has created a genealogy LibGuide for Special Collections. Michael Hartman won the Jordan Fellowship for his MFA work on post office murals. The new issue of Arkansauce was released.

Tim Zou reported that he picked up four boxes of Japanese publications, mostly paperback novels, from a retiring instructor. Staff counted nineteen people in attendance at Saturday’s thangka opening ceremony. Staff are also making counts from 4 p.m. to 9 p.m. to gauge the effect of intersession hours. There was a problem with Reserves as professors made late requests for items to be included in intersession reserves, since the materials have to be purchased and copyrights cleared before they can be posted in Reserves. Also, some of the e-books placed on reserves had only single user rights, so that had to be repurchased. NOTE: begin posting in Sierra record an ERM note about how many users the e-book has, which is not done now. This will allow Reserves to purchase additional users before problems arise. Also, we need to target instructors about Reserves needs ahead of class time. Reserves must have sufficient time to get copies, digitize them, get copyright clearances, etc.

Tim also noted that there were problems with the PA system cutting in and out. A report was made to Facilities, who called in the vendor to do a diagnostic of the problem.

Donna Daniels gave kudos to the PAM staff, who got a room for instruction immediately upon the professor’s request. Bobby Craig is the new liaison for distance education. The search committee for
assistant head of Special Collections is reviewing forty-one applicants and will begin Skype interviews next week. Skype has now replaced telephone interviews for job searches. Users need a computer with a microphone and camera, and can download Skype for free. Reference staff Skyped with prospective students in Memphis who were interested in learning about the library.

In conducting the training sessions for the front desk, Donna suggests that the computer use policy be updated and revised to reflect the use of text, tablets, and smart phones.

Reference staff have already begun cleaning offices in preparation for the Clean Out Your Office Day, scheduled for May 31.

Beth Juhl reported that there were remote access problems with students who had registered for courses not showing up in the system, since the last load of student data was for last semester. Ill will install a patch on PostgreSQL next week on Tuesday from 7 to 8 a.m. Beth conveyed thanks to all for their patience with the Sierra migration.

Lora Lennertz Jetton reported that the Web Group asked the Academic and Research Services Group to look at the distance learning pages, particularly the language regarding fifteen miles distance to qualify for mailing of items. This group will put that on the list of summer projects.

Once the intersession has ended, Lora will distribute all of the data collected on usage so that departments and branches can determine hours of operation and staffing for the second intersession. Judy noted that the number of courses offered is less the second term, and unless they make the minimum registrants, they will not be held.

The English and Communications Librarian job posting has gone to the search committee. Necia Parker-Gibson is the head of that search committee.

Another summer project is to look closely at the desk and related shelving. We should remind employees of the expectations for dress and behavior at the desk. Staff should not wear caps or shorts. Staff in the stacks and those who use book trucks should not wear open-toed shoes, which is a safety issue. Staff at the desks should be professionally dressed. In training, they are warned about logos on T-shirts.

Discussion continued: Although we do not want to adopt a dress code, something should be put in writing to show uniformity and non-bias. The first instance will get a warning; the second instance will be sent home to change. The document should also cover leggings used as pants. Gather pictures to show acceptable and unacceptable attire. Encourage students to think beyond this job to their future professional careers. We do not want to curb personality, but would like to project a professional appearance. This information should be put in orientation packets and remind everyone of the impression they make to visitors, from the chancellor on down. Also, there should be a policy against reading novels and textbooks at the public services desk. An ACRL study notes that those reading are the least approachable by patrons. Only a few employees have a responsibility that includes social media monitoring on the desk. Address these issues in terms of professionalism. We need to sharpen our performance and be mindful of conversations held at the desk. Non-business conversations should be taken to private spaces, not at the open desk. We should have consistent rules, such as no drinks under the desk. Also, supervisors should take responsibility. If they see staff reading at a service desk, they should assign them a task.
A task group will be put together to look at these issues. Tim and Donna will send policies they created for training on the desk. IT should be involved. Stephanie will be back as head of IT in Mullins Library. The lab managers have moved; the staff has been reduced by IT. The Union closes its computer lab at midnight during the summer rather than staying open 24-hours.

A third project is to work with Jeff Banks and Human Resources on a privacy policy. Send any existing policy statements to Lora. We need to have a policy about looking at patron records. Everyone signs a document about personal information and privacy when they are first employed; maybe we should make a review and signing of this document an annual practice. Proprietary and personal privacy information policy, based on a “need to know” requirement.

We should also cover making screenshots of purchases and sharing with faculty. Books are ok, and Crystal Corral reports are ok, but don’t share licensing agreements for databases and consortia. We should also include the interview with an applicant’s references and confidentiality. It should cover what information should be shared with colleagues and also what consequences there are for violating privacy. Sierra settings need to have policy about what patron data is kept and for how long.

Lib Guides Spring Camp begins tomorrow. We have not heard back from the campus room booking software, we may move forward with the LibCal for room booking.

Lora continues to meet with individuals in the division and will eventually make it to everyone.