University of Arkansas Libraries
Academic and Research Service Group, August 15, 2013


Lora Lennertz-Jetton sent an email to the group about e-Reserves. She went over the information in the email to make sure it was clear to everyone. If Selectors submit lists of textbooks to put on Reserves one week before classes begin, that puts too much stress on the staff. When submitting lists of books to put on Reserves, look up the call numbers and add them to the list, and any other information that will save the Reserves staff time.

Phil Jones noted that Fine Arts staff do not have access to submit materials to the Blackboard courses until Friday before classes begin. Lora advised those with similar issues to contact John Chapman, the instructor of the course, or an instructional designer to get earlier access to the course.

Beth Juhl reported on the slowness in the public catalog searches. She has complained to III; it does not appear they are near a solution. The public catalog is slow in retrieving records with many items attached as well as phrases searches that retrieve many results. She advised the use of alternative ways to get to the desired records if possible, such as the Serials Solutions A-Z list to find specific journal titles.

Beth will make the ejournals list more prominent on the Webpage or easier to find. The group decided that Beth no longer needed to print out a current journals list with passwords to place at the Reference desk and Interlibrary Loan. It would be better for persons to check the catalog directly, where passwords are located in the item record marked Internet. Persons at the desk should confirm that the requester is a UA faculty, staff, or student before giving out passwords and to note and abide by any restrictions on the catalog record. Reference personnel keep Sierra open on their computer terminal to quickly look up bib records for that information.

Tess Gibson noted that Interlibrary Loan fills all received requests now, instead of sending back a rejection noting that the particular journal is owned by the library. They fill the request through the RazorRush program parameters.

Beth noted the ERM project had experienced some slowdown due to staff turnover in Serials. Once the project is live, it will display license information, and will make holdings information easier to update and easier to read. It will also enable catalogers to combine multiple listings of single journals and avoid error reports on FindIt!

Beth also reported on the Serials Solutions update of catalog records. All paid and many free titles are already profiled. The Serials Solutions database contains packages and rights information, and some ebooks information, some free titles, and some Arkansas titles. Serials Solutions compiles the data and sorts overlaps in coverage for particular titles.

The Libraries have recently added the Serials Solutions module that allows the gathering of statistics. It uses the SUSHI Protocol standard for use statistics, and enables us to harvest data monthly by journal
Many of our e-journal vendors support their bot that crawls the vendors’ databases for information.

The group reviewed two variations on the catalog display produced when browsing e-. A new expanded holdings view on the list screen was implemented a year or so ago; its effectiveness was debated. The browse display is limited in what it can present. The current view shows three items on the current holdings list. Users have to click the item title to see the full holdings. The group discussed whether that view should be changed to display locations, such as MAIN, Internet Resource. The display that is more simple for journals is not necessarily the display that is more simple for books.

A suggestion was made to change the icon (an open book) that displays for “text,” since that is misleading when the holdings are electronic. That pulls from the 008 catalog record field. Is there another icon that better represents mixed formats? Our consideration should solely be the ease of the user, not the ease of the cataloger. Users may confuse the “text” icon with the “text this” service.

Beth will put a hybrid display on a staging port and have the group review it before it goes live. The group determined to try the new display for a year and revisit it and to gauge user response in the meantime to determine what works and what does not.

A suggestion was made to hold a meeting between public services staff who work directly with users and the Tech Services staff to convey the user perspective; also it was suggested that the Cataloging Policies and Practices Committee could meet to discuss these issues.