University of Arkansas Libraries
Academic and Research Service Group, August 22, 2013


Tess Gibson reported that Borrow It Now, the new interlibrary loan program based on the GWLA pilot of RELAIS, may be live as early as tomorrow. It will be publicized on the Find Books Webpage and will be entered in the database. There will also be a short meeting with Reference service providers next week to make them aware of the changes. The link to Find More will now send a search to Borrow It Now.

Robin Roggio is working on a basic edit of the Illiad page to reflect the changes due to the latest software upgrade.

Phil Jones reported that Desk Tracker has released a third option for level of access, which is a step below branch administrator and a step above edit reports. This level allows one to edit or delete records. He and Lora are conducting a quick audit of current users to see if they would better be suited to this new option. Only system administrators can create records. The idea is to give the higher level authority to departmental representatives, so not all will have access to delete records. A review of the list of current users shows Sarah Kent, Arthur Morgan, and Jason Springman need to be deleted as inactive users, and Deb Kulczak, Amy Allen, and Mary Gilbertson need to be added. In considering whether to assign branch supervisors individual accounts or to have them use the generic departmental accounts, the issues are that administrators can change report status for generic accounts, and also that the ability to generate reports changes with generic accounts. In the future, administration of Desk Tracker will move to Reference and Instruction, but for now it will stay as Lora and Phil. Any requests for new user accounts should be sent to Lora. Lora is auditing the systematic use of Desk Tracker, by comparing data from Desk Tracker with When to Work and identifying inconsistencies. Desk Tracker works well if personnel make a habit of entering information.

Lora Lennertz asked the group about preferences for the number of meetings of this group, since there is overlap with other groups. Reference meetings are held the first and third weeks of the month. Department Heads Group meets on the second Thursday, but Lora will ask them to move their meetings, so that Academic and Research Services Group will meet twice monthly on the second and fourth weeks of the month, to stagger with the Reference meetings.

The Innovative Review Committee has recommended that a feature that generates a report of multiple holds on a single item be turned on. After three holds have been placed on a single item, a report will be triggered. Lora will determine what the next logical step should be and develop a policy after a period of tracking the third holds, based on that information. We will gather data now and develop the policy after. The third hold may be a signal that the item be placed on reserve, but it would not have a class or instructor to associate it with in the system. It may also signal that another copy be purchased. Right now such decisions will be submitted to Judy for review, since it bleeds into Collection Development. Beth will share this information with the circulation staff, and circulation staff from the branches will be invited to the meeting. Training will include Charles, Jimmy, and Dennis, who will review the reports and send them to the branches.
Lora reported that claim returns jumped significantly since May, when Sierra was implemented, asking the question whether there is a bug in the check-in system in Sierra. There have been 57 instances of persons reported that items billed as overdue were returned to the Libraries, and a check of the shelves located 55 of 57, so these were justified claims. This is a public relations issue, and we do not want to provide such poor service to our users. Lora is reviewing the records to try to determine if this was related to early bugs in the system, and is now fixed, or if it is a continuing problem.

Lora and Circulation staff are also working on a problem with a time lag between recall notices and billing, in which the clock for fines is ticking but users have not been notified yet. Partly this is a scheduling issue, with the notices being generated by someone who might not work several days in a row.