

Minutes of Public Service meeting

February 9, 2012

Room 486

Present: Carolyn Allen (presiding), Judy Ganson, Tess Gibson, Phil Jones (minutes), Beth Juhl, Kathleen Lehman, Lora Lennertz Jetton, Luti Salisbury, Juana Young (guest), Joshua Youngblood, Tim Zou

Reports from Juana Young

Young is compiling a bid for a wireless system to count patrons and expects to complete the project in the next four months. The system will count entrances and exits separately and is planned for the east and west entrances/exits of Mullins, the three branches, and Performing Arts & Media. Young advised against including Special Collections because of the preponderance of staff traffic.

Young is examining StackMap, a tool that could map locations to the specific shelf. Appalachian State, Rice, and Stanford have purchased it and she encouraged the group to examine their Web pages. She can buy it initially for Mullins at \$500 per floor and will work with Tim Zou and Jimmy Jackson on this project.

Young discussed the KIC walk-up scanner, which is similar to the book eye scanner in ILL, but could be used by the public. KIC does not require centering the object; it corrects uneven placement and most blemishes. The Libraries could test KIC for one month at no charge. The trial would include the scanner with a book edge and the CPU. It would require electricity and a network cable. Juhl recommended placing it in a prominent location on the Lobby Level. Gibson agreed to take the lead on a proposal.

Lennertz Jetton and Kulczak will attend Music Library Association and be out of the office Wednesday the 15th through Monday the 20th.

Gibson announced that there were 650 desktop delivery requests in ILL in January, with an average turnaround of 17 hours. There were also 306 requests (8 were monographs) for items in storage. Of these, 176 were lending. She will investigate improving scanning from storage.

Juhl and McKee will craft sessions on Elluminate / Blackboard for distance education. Juhl requested that everyone review the Web pages on services to distant students and send her corrections by the end of the following week.

Zou is receiving data from ISIS on distant students (currently 960). Juhl requested that he share the data with selectors.

Ganson received a packet from Innovative Interfaces on implementing Sierra. The IRC will begin work on the transition, with a target date for completion of January 2013. The Libraries will purchase the Electronic Resources Management software. The Law Library will be the testbed.

Allen announced the following from CAPC and other proceedings:

- The University purchased the old Energy Building near Panera Bread. It may need renovation. Operations not needed on the central campus could be relocated to this site.
- The former museum and gymnasium, AKA Field House, has been designated as a future auditorium for the School of Music after Architecture has vacated.
- There will be distance learning symposium in Little Rock on April 20.
- University Relations will plan an event to showcase the Dream Act on April 23.
- The staff picnic is scheduled for May 17.
- Discussions continue on modifying the academic calendar. Items include lengthening the time between classes to 15 minutes and holding classes in intersessions. The Law School already does the latter. Dean Allen will discuss the Libraries' response to the latter once decisions have been made.
- The University's administration has discussed tracking centrally the use of all classrooms.
- The former Cosmopolitan Hotel is being renovated and will reopen in several months as the Chancellor Hotel.
- Hotz Hall and Brough Hall are undergoing renovation and there should be 600 more beds after the projects are completed.
- The University's administration is examining developing more housing off campus that would be administered as if on campus.
- Dr. Bobbitt will address the Fayetteville faculty on March 28. Dean Allen advised attendance.
- The University had received \$56,000,000 at the end of January, which is slightly below target, although the administration expects to catch up. University Libraries received the promise of a bequest of \$500,000 from a source who had previously bequeathed \$250,000.
- The University will move the administration of most student e-mail accounts to Google Mail by mid-April. The address will remain uark.edu, however.
- The average GPA of athletes at the University is 3.05. Retention of all students from the fall stands at 95%.
- University Human Resources created a merchant discount page on the department's Web site (under current employees) as an incentive for patronage.
- The growth in the undergraduate population has reduced the percentage of graduate students to 18%, below the average of 20% for the Carnegie class. The Graduate School and deans will work on increasing our percentage—and overall retention of graduate students—via eight points.

Allen related issues pertaining to training and staff development that arose in a November meeting. Input came primarily from support staff supervisors and clustered in these areas: project management, Access, Excel, the create lists feature in Millennium, SharePoint, direct authoring on the Web, cross-training, and writing stronger procedural manuals. Discussion followed in Public Services. There was a consensus that training in Excel should precede Access, incentives should be developed for attendance, dates should be set in advance, and training should be relevant to an employee's job when feasible. Juhl suggested resurrecting orientations by departments. Zou suggested scheduling a designated date for training.

Juhl noted that UITS and Web Services were moving forward with adopting a dual method for authentication, Shibboleth. As long as the user did not close the browser, authentication could remain active for eight hours. Shibboleth does not require VPN or an IP address. The first test for the Libraries will be with Ebsco.