Minutes Public Service Meeting  
May 17, 2012

Present: Jeff Bank (guest), Donna Daniels, Kate Dougherty (guest), Judy Ganson, Tess Gibson, Phil Jones (minutes), Beth Juhl, Kathleen Lehman, Lora Lennertz Jetton (presiding), Juana Young (guest), Joshua Youngblood

Discussion of statistics and Desk Tracker

We agreed to meet in the spring to discuss our procedures. A month ago, Jetton distributed charts representing Reference and Directional counts as of April.

**Counting directional transactions when pulling things behind a desk**

Last year we agreed that anytime a person wanted something pulled from behind desk the transaction would be counted as either a reference transaction or a directional transaction. The type of transaction was dependent on whether a reference question was asked as part of the transaction. When reviewing the statistics, it appeared that the counting has been inconsistently applied. What is our future direction?

Points of discussion included:
- Concern about losing reference transactions
- Consistency in all areas – including special collections
- Rethinking those statistics that can be counted using the Innovative system
- Questions of supervisory lines and our effectiveness at enforcing correct use of software
- Need for more regular training on software
- Need for training on circulation statistics gathering

Decisions
- Do not count things twice – count pulling materials only when a reference question is involved
- Over next several weeks we will establish a set of procedures for all desks
- Beef up the data dictionary
- Develop regular training

**Statistics on holds**

Lennertz Jetton suggested we gather holds statistics in order to develop a baseline for looking at the impact of paging. She demonstrated how to see this information.

**Should we look at other desk statistics software?**

Determined we would not change it unless we were clear about what we are gathering and if there is a defined gap between the software and our needs.

**Other Business**

Jones indicated they have obtained a number of applications for the FAL position.
Juhl stated that she and others are testing LibCal and may demonstrated at a future Public Services Meeting.

Gibson returned with semiannual statistics from GWLA indicating that we topped other libraries by delivering 100% of the articles in 19 hours.

Lennertz Jetton asked about the progress of document delivery. FAL is waiting for a person but now has equipment. Physics is already processing materials.

Gibson indicated that ILL has been experiencing problems with the trips to storage as the library van has been out. Young noted that the library is looking at options and that contingency plans need to be developed. Salisbury stated that paging/document delivery needs to be viewed carefully for assessment on the return on investment and the cost of librarian time and services.

Juhl stated that there will be ERM training next week at suggested the possibility of next week’s Public Services meeting being devoted to a presentation of ERM.