University of Arkansas Libraries
Public Services Group, June 14, 2012

Present: Molly Boyd (minutes), Donna Daniels, Tess Gibson, Phil Jones, Beth Juhl, Kathleen Lehman, Lora Lennertz Jetton (chair), and Tim Zou.

Announcements
We will be testing ERM records with regard to licensing terms and may put up a survey for responses on format, etc.

Library staff members are currently conducting library tours for orient. The first tour of the morning has low numbers, but by 8:30, the groups are large. The tour is about twenty minutes long, after which individual students may be taken to tour the branch library in their field.

All of the science journals temporarily housed on level one will be moved out by the fall semester.

The Libraries no longer have access to the Arkansas Democrat Gazette, which withdrew from Lexis Nexis and sold exclusive rights to Newsbank, who refuses to allow us to subscribe to only one newspaper, or only the Arkansas newspapers, which they do for community colleges and public libraries, but quoted a price of $55,000 annually for their complete America's newspapers collection. We do not know how this will be resolved, since we cannot afford this subscription.

Stack Map Presentation
Tim Zou presented a demonstration of Stack Map for feedback from the group and Beth Juhl. The company is still cleaning up backgrounds and waiting on the final data from Jimmy Ray Jackson. Due to the shift of materials on the first floor, the final data is not in. Also, there are still questions about how to direct to the map collection.

Comments:
- The dark blue of the stacks in the current demonstration make the red hard to see; needs more contrast between colors.
- Make all of the furniture the same color to fade into the background.
- Make all of the map cases the same color, but not that faded-out grey.
- Ask the company for the best work they have done for other clients as examples of best practices.
- Reserve materials should not be directed to stacks, but to the Reference Desk. The Stack Map only tracks by call numbers. Need to look at item records to avoid misdirection.
- What about government documents, which have similar call numbers to items in the stacks (JK, for instance). We do not know how they will map; need to check. Maybe we can control this glitch with a java script on our end.
- Will the call numbers in branch libraries be identified as NOT in Mullins? Tim will ask the rep.
- Control that document numbers are separate from the Library of Congress number.

Paging Slip Demonstration
Comments:
• Currently, the user must drill down to the full citation in the catalog for the check mark icon (request this) appears. Beth will turn on the function to allow the icon to appear in the browsing screen.
• The system has not been tested to see if multiple logins are necessary to make multiple requests in the same session.
• The locations will be reordered with Mullins (MAIN service desk) listed first, then branch libraries in alphabetical order.
• The location component will be moved up on the page before “special instructions.”
• There needs to be an auto-fill in the cancel date, perhaps one month. After that date has arrived, the customer will be emailed a drop/cancel notice and referred to Interlibrary loan.
• Change the wording to read “request the item be held for you at the service desk”
• Review templates for the page item list function
• Circulation will be editing the request rule function. When it is ready to turn on, we will alert all staff that it is on in a soft rollout to test and debug before it is announced to the public as a new service.

Desk Tracker (continued from last week)

The changes have been made; please test them. The new “duration” fields seem workable; no problems with training the students so far. The “Turnaways” tab is moved to the end of the tabs and is primarily for instructors. Tim Zou would like to see study rooms added to the Turnaways tab. Circulation recorded those numbers for a while; he will share the form they used to mirror the text and what is recorded.

Reference and Directional Transactions Definitions
The group reviewed Phil’s suggested changes to the Reference and Directional Transactions definitions. Comments:
• The text will be changed to “individual departments will document specific deviations.”
• The text will be changed to read “floor plans, handbooks, and internal policy statements.” ARL has changed how they define this.
• Copyright policy will be included in the definition for reference transactions.
• The finished document will be posted on the Public Services page on StaffWeb and another copy will be put in the Library Collaborative folder. It will also be put in the Student Worker Handbook.

Next step: schedule Desk Tracker training sessions for statistics and gathering data.

Desk Tracker User Guide
Lora sent out the User’s guide with an invitation for the group to see the possibilities or ideas for enhancements. Using the tick sheet loses required data. Luti would like to see a form that can be more quickly filled out; one that would auto input required information in the next window, rather than repeat everything again, like Sphinx. Data file generator allows users to filter at the beginning; what about other products other than Desk Tracker? Law Library has conducted a trial of LibAnswers, a product of Springshare, but went back to using Desk Tracker. At some point, we may look at another calendar product; we can review the available options then.