University of Arkansas Libraries
Academic and Research Service Group (formerly Public Services Group), July 12, 2012

Present: Molly Boyd, Donna Daniels, Judy Ganson, Tess Gibson, Phil Jones, Beth Juhl, Kathleen Lehman, Lora Lennertz-Jetton, Joshua Youngblood, and Tim Zou.

Announcements

Door Counting System: The new electronic door counters are being installed. The following will need software to monitor the statistics installed on their computers:
- Physics Library: Stephanie Freedle and Kathleen Lehman
- Fine Arts Library: Phil Jones, Christie Stone, and Gale Golden
- Chemistry/Biochemistry Library: Luti Salisbury and Jeremy Smith
- Performing Arts & Media Department: Lora Lennertz Jetton and Lisa Lindsey
- Mullins Library: Tim Zou and Jimmy Ray Jackson

The entire Mullins Library building will have one receiver installed in the circulation office. This new automated system will replace the hourly door counts taken by circulation staff. Once the new equipment is tested and functioning, the old counters will be removed and the field for door counts will be retired from Desk Tracker.

Email-o-matic: A proposal was made to add a category to Email-o-matic for “All Reference Desks,” to provide a quick and easy way to send alerts or updates. Beth reminded everyone that as we think of similar groups that are not currently represented by Email-o-matic to let Beth know so that she can create them.

Fall hours: Tim distributed a copy of the fall semester hours. Differences include shortening hours on Fall Break and extending hours after Thanksgiving. The Fine Arts Library, Performing Arts & Media, and Physics are all keeping the same hours as last fall.

Paging Service: The paging service (circulation staff will retrieve materials from the stacks when a patron selects that option from the library catalog) will be promoted for the fall semester. Circulation staff are now tweaking the process and testing the automated notices generated. Jimmy Ray Jackson, Allon Callahan, and Tim Zou will test the procedures and then share with the group. We are already getting requests through the system. This may drive up the use of collections. Updates include (Please note that final procedures and policies may change):
- Circulation staff can retrieve items from Mullins seven days a week, but only on weekdays from the branches (depending upon the branch library hours).
- We will hold items for five days from the time the notification email is sent to the patron that the item is ready; then the items will be returned to the shelves. Use the hold shelf button to watch for the five-day return deadline.
- The default setting on the form for books on order is 30 days; after that a notice is sent to the patron that the book has not yet arrived, which gives them the option to replace the hold. The patron can change that date to up to six months, and the staff can put in any date.
- We are establishing a 48-hour turnaround on paged items as an internal policy, but not yet making a public statement until we have done some trials.
- Most requests will be handled in Millennium; an item with a locked request function will revert to the old text-based method.
The FAQ page should address issues such as when the item can be expected by the patron and under what circumstance the patron would want to use this service (no expectations of instant turnaround; may save more time by walking over to the library and retrieving the item themselves).

- Stacks will send students for / with materials to remote locations and branches 2-3 times a day on a predetermined, set schedule.
- The material won’t show in item records if it is not available for paging
- The automated hold notices are set on a schedule and can be viewed at any time.
- Circulation staff is not processing hold shelf notices; when the physical item is scanned, an automatic email will be generated and sent immediately, not batched. A batch will be sent when the holds expire. The hold shelf notices are manual now; the new systems will automate printing and requested. Circulation staff is still developing the printing process; right now it is automatic email and overnight batching for non-work hours.
- Branches will call when items are ready for pick up until regular schedule is established.
- FAQ will be revised; then Monday the system will be turned on in OPAC.

Possible problems include:
- We need to review the process for how we retrieve items, especially from the branches and set up procedures and possibly training.
- We will need to change the workflow to view holds and claim holds. Location serve tables on individual logins should be changed so each can view holds.
- We need a debriefing on the hold function in Millennium.
- Improve the request form to make the pick up location a required field (default is Mullins)
- Improve the alert message, which now reads “Please fill out required info” to specifically note which field needs filling in. Try to adapt the message configuration file to a specific field response.
- Try to create a pre-filled form (like for ILL) that already has the book information
- Put the Webbridge storage truck in all records to populate the forms instead of just requests from storage, or some variation.
- Need to have a method and a fixed procedure for picking up items at remote location and branches.
- Need to determine if couriers will transport hold shelf materials, interlibrary loans, and check-ins to the branch libraries on the same trips.
- To make the paging system work, we have to have a check in field for every journal in the catalog, which we do not have for LISA.
- Can we note a single article request (instead of the entire bound journal) in the text field on the form? So that can be scanned and sent electronically much more quickly.
- Will we keep the Webbridge storage truck in ILLiad link for storage items, or switch to this paging system for all? We will eliminate the truck later when the document delivery process gets familiar to everyone.
- We need to make a note for non-circulating collections in general, rather than specifically noting Young Law Library, Crystal Bridges Museum, and Special Collections. And note: “If you have any questions about specific materials, contact ____” because there are specific exceptions to each of the load rules.
- Circulation will work with III to establish request rules so dead end does not appear (frustrating to user)
• Add a rule for Fine Arts Library items that can’t be requested in the requesting rules files for Ill by type or status.

Tim Zou will create a document that outlines the paging procedures for Libraries faculty and staff.

Service Hours: Traditionally, all services have been offered Monday-Friday, 8-5; however, many students come to the libraries in the evening. We need to consider how to change our current staffing to better serve students. We could make long term changes if staff were available who could work evenings and weekends.

Millennium Upgrade: The 2011 upgrade for Millennium will be pushed forward until after the test stage for the paging system is over. Systems will be doing some re-indexing of OPAC and 2011 upgrade before the fall semester begins. The Sierra software is not coming until April, 2013. The Infolinks Review Committee will report on the status at the next meeting.

Server Failure: There was a disk drive failure on the Ill server; a replacement is being sent overnight.

Springer: Judy is reviewing a Springer proposal for the Arkansas shared journals collection. Our intent is to pick up coverage that other schools drop when it is a heavily used item.

UITS: Report issues with ITS desk in Mullins to the supervisor Stephanie.

Pre-Composition Workshop: There will be a new English Composition workshop the week before classes begin, which will include a library tour and overview of the research process. Each will include 45 students, who are incoming undergraduates. Luti Salisbury, Kathleen Lehman, and Necia Parker Gibson will participate.

Dissertation Workshop: The Education professor conducting the Dissertation Workshop asked Elizabeth McKee to stay the entire workshop to assist the doctoral candidates, which is good PR for the library. Both Todd Shields and Professor Wideman talked about the importance of the library and of getting to know one’s subject specialist. There will be another dissertation workshop in January.

University Archivist Search Committee Update: The Search Committee for the University Archivist has concluded the telephone interviews.

StackMap: Circulation staff is working with the software provider to resolve issues, such as eliminating the Map It function from items that are not in the stacks, such as reserves, Performing Arts & Media materials, and Special Collections. Also, the Java script is sometimes slow to load. If possible, we could create maps with subject areas identified to put in LibGuides for that subject.

Washington County Historical Society event: The Washington County Historical Society is hosting an event in the Walton Reading Room of Mullins Library on July 23. The room will be closed at 3 p.m.