University of Arkansas Libraries  
Academic and Research Service Group, November 15, 2012

Present: Jeff Banks, Molly Boyd, Donna Daniels, Beth Juhl, Kathleen Lehman, Lora Lennertz-Jetton, Phil Jones, Necia Parker-Gibson, Kathy Riggle, Luti Salisbury, and Joshua Youngblood.

Review of Room Booking Policy

The discussion was intended to focus on the access to the rooms – how we book the rooms and gain access to the software will be addressed briefly, but is dependent on testing and demonstration of the software. The group was intended to consider the following implications that surround room access:

- a) Who should be allowed to request the room? Can this be flexible?
- b) How does someone access the room? Do we leave rooms open or keep them locked?
- c) How is the room supported (equipment) and by whom? How do we ensure the rooms are in good order?
- d) Who can see that the room is booked? Are there circumstances where we do not want events to show in a room?

Many universities around the county utilize the R25 software, which is a Citrix product, including libraries, as the system integrates with ISIS. The provost has sent a request that all bookable rooms be submitted to the R25 software for booking, which serves a number of purposes. One, when classes are scheduled anywhere on campus, one central location or administrator will know where all students and faculty are located, which is useful for security and other purposes. Two, the software allows the campus administration to centralize accounting of the rooms and how they are being used, which is useful for efficient scheduling and for statistics collection. This allows the maximum utilization of the rooms, a priority due to the increase in study population.

This is a similar action to that taken recently to unify all of the Blackboards on campus into a single entity, and represents a more centralized management of core campus functions, rather than college-centric management.

Lora Lennertz-Jetton, Juana Young, and Beth Juhl met with Jean Mitchell, the Registrar’s Office representative, on Monday, November 12, about the proposed changes. Ms. Mitchell acknowledged that there is a difference in the rooms being booked in the Libraries from the typical classrooms; however, we still must include them in the software, as there are classes meeting regularly here, particularly in 102, 104, and 372B.

One purpose of the Academic and Research Services meeting was to review the current system for room booking before transferring those stipulations to the R25 database. Currently, rooms 104, 107A, 372B, 486, 225, and the Walton Reading Room are REQUESTABLE, which means the request must be approved by a managing authority before it will be confirmed, (and can be denied). Conversely, rooms 102, 472B, and 487 can be booked freely without prior approval, provided the room is not already booked. Finally, the study carrels, Learning Commons, and group study rooms are “hidden”; that is, they cannot be reserved.
Lora will input several of our rooms into the R25 database as a test. The database allows several levels or categories for room characteristics, such as technology and equipment, seats, etc. What we do not yet know is the client-server interface, or the front end to the database, which is supposed to be online by January. We do not know if the publicly accessible view of booked rooms will be as user friendly as our own calendar system, which people use at the desk to direct users to specific booked rooms in the library. We do know there are supposed to be similar levels of access: REQUESTABLE, which means anyone can request the room, which is then approved by a central administrative system; VISIBLE, which means not requestable, which means we have to establish set rules for use; and HIDDEN, which means it will not appear at all, will not show on any event calendar, and will not generate any RSS feeds.

RAM has a subset of calendar on Web page for public access.

The Administrative software is clunky and includes many steps; it may not be useful as a calendar manager. Booked rooms will show immediately in real time; however, requested rooms will be delayed until approval before showing. Lora gave a list of users to the Registrar, the cadre of persons who currently book rooms in our system.

In a discussion of the bookability of room 104, the question was asked if the room could be blocked out or limited to certain hours of availability, making certain hours of the day open booking but others requestable. The problem with booking 104 lies with technical support, which can be prepared and supplied only if the Performing Arts and Media staff are made aware of bookings in advance. An approval process will allow them to keep track of who is coming and when.

Those in attendance at the meeting agreed to keep the current approval system as is, maintaining the categories for requestable, visible, and hidden, and make another assessment of usability once we know what the system can do. Still to be resolved: Do we want all library users to do the booking themselves or do we want a centralized calendar administrator? We will revisit after we test the system and make further adjustments once we know what the limitations or possibilities of the system are.

We will make all keys for bookable rooms available for checkout at the Circulation desk for ease of access to users from outside of the Libraries.

The hours database will have to be reworked to accommodate the interim semesters. Given this new booking system, we will have to rework or abandon the Libraries calendar/booking system. LibCal is an available tool that we may use to take the place of the instructors’ calendar. The Human Library will be using LibCal in the spring to book their sessions.

**Updates and Reports**
Lora Lennertz Jetton will be out Wednesday, November 21 through Tuesday, November 27. Circulation will assist the Performing Arts and Media Department with paging.

Phil Jones will be out November 26-30.

The genre index in the library catalog is ready to be tested. Phil Jones, Elizabeth McKee, and Norma Johnson will be testing the system before the end of November. The genre index will allow users to search for terms such as “film noir,” “art books,” or limit their search to DVDs only.
There is a problem with the printers in the Physics Library and the Chemistry Library, which has not accepted Razorbucks as payment since October 20.

Beth Juhl will be looking for a group to test the “Article Finder” tool that is part of WebBridge soon: http://library.uark.edu/screens/articlelink.html

Lora will set up a test group for R25.

Luti Salisbury and the Chemistry/Biochemistry Library will be hosting a teleconference for the Food and Agricultural Commission. She has discovered that her desktop computer will not run with Blackboard Collaborate due to installed video cards; however, the laptops will run Blackboard Collaborate. Blackboard will not operate on Windows XP.

The Group would like to acknowledge the success of GIS Day, the organization and execution of which was extremely well done by Kate Dougherty.

The Mango Languages presentation by Jordan Nielson and Beth Juhl was very successful. They will be presenting the same to the Associated Student Government.