

## **University of Arkansas Libraries**

Academic and Research Service Group, December 6, 2012

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

### **R25 Room Booking Database**

Lora Lennertz Jetton reported that Jean Mitchell let her know that she is inputting the names Lora submitted for the test of the database and the information on the rooms. She gave no time frame for when that would be completed and users could test the database. This may not be in place by the spring semester.

Dean Carolyn Allen reopened the discussion on inclusion of library rooms in R25; she is concerned about use of the rooms. If we allow faculty to hold classes on a regular basis, those classes that are not using our materials or equipment, then we open up the room use to the entire campus, making us compete with everyone on campus for our own space and not have the ability to schedule the rooms for our own purposes. In the past, Room 372B has been booked for classes not using library materials. If we make the use of library equipment or materials a stipulation on booking our rooms, that will be a change in policy for that room. We should make the policy consistent and develop guidelines for when that room should be used. We are not obligated to allow non-library faculty or staff to use our rooms. We don't want to give up our flexibility. Rooms that are booked for non-library classes are 107A, 372B, and 104. These rooms are meant to be used for training, not regularly held classes. Allow faculty to schedule rooms for classes if they are dependent upon our equipment or using library materials. When a non-library faculty member books a class, we should inform their dean and the provost, so that both are aware of the faculty needs not being met in their own department.

We don't know the abilities of the software in the R25 yet; we won't know until we test R25 what a reasonable policy will be. In the last meeting, members of this group agreed to use our current policy for the test. Whatever classes have been scheduled for the spring semester should not be changed. We can publicize the new policy in the summer to be ready for a change in Fall, 2013. Should exceptions to the guidelines be requested, the library faculty member booking the room should use the same judgment used on the desk every day to determine whether or not to allow the exception.

Room 372B is set up for better after hours booking. The key is accessible from the main desk, there is staffing. If a library faculty books 472B, they should be prepared to open the room, check the equipment, provide any training needed, and close the room after the session. There is no staffing for this room. This is a training issue; we should make sure everyone knows the room policies and procedures.

The benefits for converting to the R25 software include the automation of room requests, which right now are done by phone and paper forms.

Arthur and Beth will re-work the room-booking software (library calendar) beginning in summer 2013 to accommodate the 15-minute breaks and new course schedule.

### **Copyright Warning Notices**

Due to a recent illegal download of a video on a Physics Library computer after hours, Judy Ganson has requested that copyright warning signs be posted at the computers in the library and branches and in public areas. Performing Arts and Media Department has signs with standard verbiage used in e-reserves and Interlibrary loan. There is another statement used on the databases with a warning from the vendor perspective. Lora and Beth will revise the statement to reflect a comprehensive single statement. The new graphic designer, when hired, will create a lively and engaging version in a sign that catches the users' attention. What about laptop computers? There is a click through agreement. The new sign should be posted throughout Mullins including the GACL and in the branch libraries.

### **Updates**

Judy Ganson will be out of town next week (December 10-14) but will be monitoring email. She will be attending a preconference for CNI at Duke University and then attending the E-science Institute capstone meeting (for the ARL digital library thingy). Trent Garner has returned to work.

Kathleen Lehman will share her notes from the faculty senate meeting with the group. Mostly they concern a review the policy concerning finals. There is some concern that faculty are not holding finals when they are scheduled. The Teaching Council sent their recommendations of the same to Tim Kral.

Luti Salisbury will be out on vacation for two weeks beginning December 10. She will sporadically monitor emails.

Joshua Youngblood reported that Special Collections has been extremely busy for the last two weeks, with a full reading room of 7-10 researchers at all times, including a researcher from Dartmouth who is looking at the Japanese American internment camps. Joshua conducted a taped interview about the Edward S. Curtis prints on display this month for UATV, which has generated some public interest in the rare Curtis portfolios held by Special Collections. Due to their value, when someone calls and asks to look at the volumes, he is referring them to the Library of Congress online exhibit of the same.

Last week, the courier service failed a couple of days, due in part to the absence of staff members. The dean said this must not happen again. Whoever is scheduled to conduct the courier service must make alternative arrangements in the event of an absence—no scheduled runs should be missed. Everyone can pitch in to help so long as the need is communicated in a timely manner. Nothing should prevent this. We should live up to the standards we have set. Fix this problem so that it never happens again. We should never penalize the patrons who have requested materials.

Carolyn Allen reported that there are four candidates being screened for the dean of Engineering. A candidate for the director of the Pryor Center was on campus yesterday. The goal is to relocate the Pryor Center to the former bank building on the square sometime in January. We will continue to provide web services for the Pryor Center; however, the dean recommends that we ask to transfer this obligation to the University Relations and ask them to manage the Website due to their new structure of direct reporting.

The dean sent out the newsletter for student services this morning. She will try to do that each week as it is published.

UALR contracted with an outside company to manage the distance education program for the university system. This does not have an impact on or affect the current programs managed in house by the universities in the system. The Fayetteville campus was informed of this change after the fact, so

questions about who will provide support for the students enrolled in this program, including library services, are as yet unanswered. At the Teaching Campus, a professor from Texas presented on this distance education management company. The university faculty build the program and set the curriculum, but the management company hires instructors, manages their pay, etc.

Tim Zou reported that the Campus Enrollment Advisory Committee were advised that applications for Fall 2013 enrollment were up 20% over last year, which may mean that average GPA and ACT scores for that class will rise. This past semester, 53% of enrolled students were in state, 47% were out of state. The admissions office has set a freshman class cap of 4,500 students.

Another issue being looked at is the cause of withdrawals and repeat classes, both of which lower the graduation rate and retention. There were 1,610 withdrawals last semester.

After reviewing with the dean, the decision was made to close Mullins Library on the Sunday before Spring Break. The evening crew will work additional hours the week before or the week of Spring Break to make their full forty hours. There were not enough people in the building to justify staying open.

This is our first semester of three weeks of extended hours. The first Sunday was slow, but numbers since then have been higher than last year across the board. For instance, last night (Wednesday) the headcount was 600 at midnight, more than 100 above what it was on any night last semester. Mullins Library now has close to 2,000 seats in the building right now. The dean reminds everyone to take any bean bags out of closed rooms like 104 and place them back in the public areas when you see them stashed away, so that they can be used. The third floor is the busiest level.

After the ASG requested a quiet area, the dean asked us not to post the survey as discussed, because that would imply that change would happen. The building is not big enough to designate an entire floor of quiet study space. The Reading Rooms are quiet study space and are underutilized; students prefer the third or fourth floors. Also, the ASG requested a snack machine in the library, but there is no place to put one, and we don't want to encourage eating food in the building because it draws book-destroying bugs. The dean has said that Chartwell's can provide a snack cart service, but then we would limit eating to a given area, which might violate fire codes due to capacity and obstruction of walkways. The dean will know more about the ASG requests after her meeting with ASG representatives tomorrow, December 7.

Donna Daniels reported there will be a two-day dissertation kickstart in early January and another in June. When she gets a list of participants, she will inform selectors. The first graduate from the kickstart program will graduate in December. Shiva Gopidi has been hired as the new distance education graduate assistant. He starts Monday. We will hold a meet and greet with our people and the Global campus.

The Reference Department will conduct customer service training for all areas next week and in January. Donna will send out the time and place as soon as it is set.

Jordan Nielson and Donna will meet with the Walton College regarding a pilot program for an accelerated MBA, which would concurrently enroll honor students in the senior year of high school and allow them to graduate faster. The pilot program will involve five students. Full time enrollment in the Walton College is down, while online and part-time enrollment is up.

Tess Gibson has narrowed the list of applications for her department's two open positions; if okayed by the Human Resources Department, she will schedule interviews next week.

Phil Jones has scheduled a cross training forum next Wednesday, and is in particular hoping to get input from Reference and Circulation, as neither department is represented on the Cross Training Task Force.

Beth Juhl reported that Arthur Morgan has re-configured the database for six semesters in a calendar year. She asked that all department heads review it for accuracy after the switch. Beth is working on three projects she hopes to have completed by the December break. One is the article finder tool, which she has asked everyone to test before it is scheduled to go live for the spring semester. Two is the e-journals portal / profiling from Serials Solutions. More than 50,000 e-books are included in this, which allows one to search or browse by subject headings. The third project is to add icons to indicate mobile versions of databases are available.

Luti Salisbury reported there was a meeting in the Chemistry department to discuss evacuation procedures, which seemed dependent upon the faculty leading the class to have a cell phone. As she does not have a cellphone, she asked what the policy was. We already have an emergency evacuation policy in place for Mullins Library; that will not change. The dean has the cell phone number of department heads programmed into her phone as a group, for emergency communication purposes. She encourages all individuals to sign up for RazAlert for their cell phones and office phones. Whether or not class or meeting rooms, such as 486 or 102, can be registered for RazAlert without an associated individual is unknown. The current evacuation procedures will be posted on the Staff Web under "emergency procedures." Tim Zou will send to Beth Juhl for posting.

The search committee for the Director for Research and Academic Services is reviewing the applications received.