University of Arkansas Libraries

Public Services Minutes
1/22/2009
9:00 pm, Room 486

Present: A. Bailey, G. Fowler, T. Gibson, P. Jones, L. Lennertz Jetton, D. Daniels, B Juhl, D. Daniels, T. Zou

Call waiting Feature on PS desk phone lines--Jones noticed last week the call waiting feature on FAL service desk phone and asked if this feature is standard on all the PS phone lines. His concern was that if staff members are not aware of the feature, a second caller might be ignored if the line is busy. Bailey responded that the feature is not standard for all the phone lines and suggested that he request the feature to be removed from the FAL line.

Technology issues - Fowler reported that Tutoring Center needs accommodation for 3-5 tutors in Mullins Library. They would like to have a locked space to keep their laptops and will contact Zou about putting security tag on their equipment. Daniels mentioned that the Tutoring Desk signage was taken down for redesign and would be available until next Monday.

Juhl announced her plan for a web usability study next week. The design of the study will be based on similar studies conducted at other university libraries and will focus on certain aspects of the web page. She will need some student volunteers for this study.

Bailey asked all the supervisors to check with Molly Boyd about any corrections or additions for staff name tags.

Zou reported that Fowler has been working with him on several MilCirc related enhancements:

Hold/Recall slips---Sherryl Robinson researched on how to customize hold/recall slips and requested to modify the slip so that the requesting patron’s name (last and first) can be printed in bold and large font on the top margin. Circulation staff currently handwrite patron’s last name on the recall/hold slips. Sometimes first name was printed that causes an item to be misplaced. Fowler has worked with the Innovative help desk to have this change implemented.

Last Check-in -- At Lennertz Jetton’s request, Fowler also activated the Last check-in feature which enables circulation desk staff to recall the last five patrons whose returned library materials have just been checked in through the system. This feature is especially useful for tracking returned AV materials. If a PAM staff notices any problem with an item after it has already been checked in (e.g. missing a disc or booklet), he/she can use this feature to look up the patron’s name and send a notice to him/her. This feature will be available for all the circulation generic logins.

Date due slips -- Zou consulted the group about customizing it to include the name of the library (University Libraries, Mullins Library, or Fine Arts Library, etc). The group recommended that the customization include (1) identifying on the receipt the library where the materials are borrowed from; (2) replacing the borrower’s name with patron number as a measure to protect a patron’s
confidentiality. Jones also suggested adding library branding information on the slip when that is available.

**Remove SS from patron database** -- Fowler reported on the meeting he had with Sherryl Robinson, Elaine Content, and Zou about removing social security numbers from patron records. He has contacted Allen Fields, Alice Lacey, and Kim Gilbert to see if they have any issues with excluding patron social security numbers in the future patron extracts. In preparation for this project, Fowler has begun to clean up the patron database by removing 13,000 expired patron records.

**Due date within patron expiration date** -- Fowler brought up a circulation policy setup issue that Zou had discussed with him. Currently our system setup allows due date to be calculated beyond a patron record expiration date. That means a patron can check out books for a full loan period even though his/her registration is to be expired the next day. Zou’s investigation confirms that most academic libraries use student registration expiration dates to control patron borrowing period. In the past, one concern with this setup was that it would force all students to return books on the last day of finals. That concern, however, was eliminated when we extended the expiration date for students to the first day of a new semester. This change in expiration date has given students more time to get their registration done and allowed them continued access to online databases during the semester break. Additionally, our daily patron tape load extracts from ISIS allows us to easily update our patron database with all preregistered students. Zou would like to revisit this issue after he gathers more data.

**Around the Table**

Juhl announced that she is coordinating a review and revision of the web reserve request form. The form has been in use since late 2005. She wanted to update the page to reflect some of the changes made on our procedures and policies. She also wanted to simplify the text in the instruction and policy links to make them easy for users to read. A meeting has been scheduled on next Wednesday.

Zou mentioned that some faculty members asked library to buy textbooks to be put on course reserves for students who could not afford them. Zou requested that requests to buy textbooks should be reviewed and approved by subject librarians. Reserves staff sometimes rush-order materials for course reserves in order to be compliant to the Fair Use Guidelines. Since it seems more appropriate for subject librarians to make decisions about adding to the libraries collections, the reserve staff will refer these decisions when they arise. Daniels agreed to take this issue to the Reference meeting.

Lennertz reported that she is working on moving many boxes of un-cataloged AV materials away from their current location in LISA. These AV materials (mostly LPs) are donations to the University Libraries that have not been reviewed or weeded. The Special Collections Department has hired a few more staff to process their collections and decided that they need to set up some processing desks in the space occupied by the donated AV materials. She has decided to store these boxes temporary on the lower shelves of the last row of the compact shelving in LISA.

Between January 23 and 26, Salisbury, Daniels, J. Dixon, Zou, K. Turner will attend ALA Midwinter meeting in Denver.  

Submitted by Tim Zou/Revised by ASB/2/4/09