Minutes of Public Service meeting
June 24, 2010
Room 486

Present were: Alberta Bailey (Chair), Beth Juhl, Lora Lennertz Jetton, Luti Salisbury, Tess Gibson, Philip Jones and George Fowler (Dawn Lingelbach, Minutes).

PrintSmart Issues

It was reported that after implementing PrintSmart on June 23, 2010 the libraries encountered the same error that occurred with other units on campus. UITS is working to solve the problem since the problem is most likely on the server side. An update will be given when PrintSmart is going live again.

A question was asked about what will happen if a patron has issues printing once the system is up again because it can’t be 100% reliable. Several specific situations that had occurred yesterday while the system was in place were brought up as examples. It was suggested that a backup card be in place for use when an error with the system occurs. It was then mentioned that the library shouldn’t have to pay for the copies when it is an error in the system.

The discussion then went into concern over students who are not enrolled during the summer or pre-registered but are on campus during the summer, as well as students who are here under sponsored programs. Bailey indicated that she had spoken to UITS about this and that everyone who has an email account will get the quota for now, but will be revisited.

The option of having duplex printing available in the branch libraries was then discussed. It was determined that refurbished HP connectors will be provided for the Physics and Chemistry Libraries, and a new printer with duplex capabilities will be purchased for Performing Arts and Media. For now Fine Arts Library will not have duplex, but will monitor to determine the demand, since the use is usually not to have images on both sides.

There was a short discussion about who provides the paper and toner for the machines. Initially the library will continue to supply both paper and toner and monitor the costs so that a funds transfer can be done later.

The request for PrintSmart signs for the branches was made to UITS and is under consideration.

Extreme Makeover Update

Fowler reported that wiring in closet 221A will continue through the week, but he had just been informed the head electrician will be out Thursday afternoon and all day Friday. Work will still continue without him, but it may not be done as fast as anticipated.

It was reported at the recent meeting of EMTF that progress is on track for the makeover. Furniture was ordered and should be here around July 29th. The “airport” seating for in the middle was not ordered to
save on costs. There will be an electronic board that allows for students to see open spaces in the computing workstations. The possibility of RibTV or some other form of electronic information is under consideration. A final decision has not been made by the sign committee on text for signage.

Bailey is pursuing with the Bookstore to get a supply vending machine for the copy room like the one that is available in the union. Definitely small staple machines and usb flash drives will be items stocked. Any ideas about other items to include should be passed on to Bailey.

Plans for a Grand opening ceremony were discussed. The idea of shirts for faculty/staff of the library to wear didn’t appeal to the majority of the group in attendance. It was recommended that money would be better spent on branded things to hand out to patrons, such as usb drives or mini staplers.

**Service Training**

Discussion focused on integrated service at the new desk. The expectation is that general questions should be answered by anyone at the desk, but more specific questions should be directed to the appropriate area. There were also questions about to what extent lab ops will be involved in this. Bailey indicated that she was re-activating the Reference Service Standards Committee to address some of these issues and that training in customer service would be provided to all who will be assigned to work at the desk.

Juhl announced that Airpac, which will allow mobile access to InfoLinks will soon be available for use. An email will be sent out when it is ready to start being tested.

Public Services will not meet on July 1st or July 8th. The next meeting will be on the 15th of July.

Submitted by
Dawn Lingelbach
June 25, 2010

Approved by
Alberta S. Bailey
June 25, 2010