Present: Donna Daniels, Tess Gibson, Lora Lennertz Jetton (presiding), Phil Jones, Beth Juhl, Kathleen Lehman, Lutishoor Salisbury, Tim Zou

Announcements

- Daniels indicated that Reference would be reporting all Reference statistics on the annual form 5-B. Stephenson and Daniels will be added as DeskTracker administrators.
- Lennertz Jetton announced that rooms 372B and 472B would be closed Monday afternoon in order for new equipment to be installed. New instructions will be created as soon as possible after the rooms are completed.
- Jones recommended that all departments with generic user names contact either him or Lennertz Jetton for password changes.
- Jones requested that Reference develop the definition for research consultation for addition in the DeskTracker database.
- Juhl suggested that we experiment to see if a clickable URL may be added to a DeskTracker description.
- Jones reported that departments and individuals may have difficulties in pulling last year’s data due to changes in the database and asked that people report any difficulties.
- Jones also requested that individuals be careful not to login to their personal accounts at the desk as errors were detected in last year’s data.
- A discussion ensured as to whether all material retrieval statistics are counted in DeskTracker. While past procedures have varied, the group agreed to count all retrieval statistics that involve a question (user does not know call number, etc.) as a reference statistic and ALL other statistics (even when followed by a circulation transaction) as a directional question. A review of this decision, which was a concern for several members, will occur early in the spring semester.
- We also discussed ILL reference questions and determined that ILL would begin gathering statistics via DeskTracker.
- Zou announced that the Circulation Department is now managing four iPads and a Kindle. He suggested that the libraries’ join the consortium of Arkansas Libraries that subscribe to OverDrive e-books (http://lib2go.lib.overdrive.com/C584DCA5-F3C5-4030-808C-9F7EED74E816/10/666/en/Libraries.htm). Concern was given to the accessibility on these new electronic devices of those materials to which we do subscribe as well as patron information security. Members suggested that this be added to a selector’s group agenda. Zou also suggested a change in the library loan rules for these devices.
- Juhl announced that there would be a switch to RefWorks 2.0 next week.

Submitted – LLJ, 7/11/11