Minutes of Public Service meeting

July 15, 2010

Room 486

Present were: Alberta Bailey (Chair), Beth Juhl, Lora Lennertz Jetton, Luti Salisbury, Tess Gibson, Kareen Turner, Tim Zou, Donna Daniels, Elizabeth McKee, Michele Tabler and George Fowler (Dawn Lingelbach, Minutes).

Statistics

It was reported that there are some discrepancies in how people are reporting desk tracker stats to Juana. There was a discussion about current procedures of reporting. After the discussion it was determined that one person should be pulling the statistics for all of the branches. It was also recommended that references would be responsible for this.

There was also a brief discussion about the usefulness of Desk Tracker. It was recommended that a conference call be held with Compendium to see what could be done to help “tweak” the system to better meet the libraries’ needs. It was recommended there be a meeting before the end of July, including IT, so the method of collecting data is done consistently. Bailey will setup the meeting.

PrintSmart Issues

It was reported that the PrintSmart has now been implemented in all areas. There have been some small issues in branch libraries where certain people can’t log in because of permissions. If this occurs send user name, which computer, and time to Systems. It is an error that Systems and UITS are working on. You can have the patron log on using the generic account, but they will have to pay to print. It was again brought up that there should be print cards available to help in situations where this occurs. Everything else with PrintSmart appears to be working properly.

This led into a discussion about community users. It was determined that a discussion needs to be held with UITS staff included about what the library’s policy on community users says so everyone is being consistent. This will also be included in the discussions with UTIS. A web-based electronic tool will be implemented by UITS that shows the availability of workstations so that individuals will know how many are free before they come to the library.

Technology report

The quiet lab should be up and running by next week. There will be more down time on computers for some users while the final migrations are taking place next week. Not as many people will be affected, however, those who are affected will be affected for a longer time period. New wireless will also cause some periods of down time for wireless in different areas of the library throughout the week. Everything is on schedule to be finished on time.
There was a follow up discussion from the last meeting about getting duplex printers for Performing Arts and Media. It was reported that there are two options of printers we currently have in other uses that could be traded out with the current Performing Arts and Media printer. After a discussion it was determined the best option would be the one that is currently at the former E-reserves station in the circulation department back office.

**Thefts**

A discussion was held about the recent report of theft from people’s desks. There were no reports of theft from anyone present, nor had anyone heard about any thefts. It was recommended that words such as stolen or theft be used with caution. If there are cases of theft, they need to be recorded and reported following proper procedures.

**Signs**

An update was given on what recommendations the sign committee would be giving to the administration group to review. There was a discussion about the use of signs to designate quiet, silent and common areas. Initial feeling was not to add clutter by placing too many signs designating noise levels and to see if areas could become self-monitoring from the individuals using the spaces.

Submitted by  Dawn Lingelbach  7/19/2010

Approved by Alberta S. Bailey  7/20/2010