University of Arkansas Libraries

Minutes of Public Service meeting
July 30, 2009, 9:15 a.m. – 10:30 a.m.
Room 486

Present were: Alberta Bailey (Chair), Donna Daniels, Jan Dixon, George Fowler, Necia Parker-Gibson, Phillip J. Jones, Lora Lennertz Jetton, Elizabeth McKee and Luti Salisbury.

This was the first meeting where librarians with reference responsibilities were present. On a regular basis they will join the meeting on the 3rd Thursday of the month, while supervisors will continue to attend the meeting on the 2nd Thursday.

The chair reported that while she was on vacation, several meetings were held to discuss the report on “Providing transparency and accountability to the People of Arkansas. Leadership principles, goals and accountability measures” developed by the Chancellor’s Administrative Policy Council and as a result she received several written questions pertaining to the “Student First” philosophy. She requested anyone who attended the meetings to share some thoughts regarding the questions.

Discussions centered on what is meant by “student first” and how this is described or perceived by the library administration. Some members present felt that activities that are undertaken by the library administration do not seem to always put students first. An example given was the Pryor Center digitization effort which was taking time away from the Web Services Group which may have been used to complete other web-related projects that may be more useful for students immediately.

Pay for print was identified as an issue which may result in negative publicity for the library. It was also mentioned that our fines policy was oriented towards faculty or researchers rather than students. Some members felt that our policies should be more predictive rather than reactive.

The Chair mentioned that she will review the policies to determine to what extent they are student friendly and support the “students first” philosophy. She referred to page 3 of the document under the heading “Putting Students First” as where she felt the library can make the most impact. She emphasized that we should always make students feel welcome and that customer service training is in the works. Everyone was referred to read the section under customer service from the Web Junction report entitled “Competency index for the library field.” This is available in the common files folder under strategic goals.

Some members felt that an open forum should be scheduled to focus on the philosophical issues relating to students first at which the Dean of Libraries should be present.
Chair’s Report

The library administration had a web-ex meeting with the library’s architect when plan B was ruled out. They asked the architects to re-work plans A and C --- Pryor center should not be on the main floor, keep space allocated for Honors college to re-distribute, human resources office should be on the main floor in a prominent place, the staff room should be on the same level as the coffer bar and the entrances need to be reviewed. The agreed upon models should be ready by the end of the year to be used in the fundraising drive.

5 graduate carrels will be reserved for group and individual study. Procedures will be worked out early in the fall semester.

The “Affiliates Table” is almost ready for production and loading into InfoLinks in a similar fashion as we do for faculty, staff and students.

George reported on the following:

Pay-per-print was taking longer than anticipated because of licensing problems. It is however still possible to get the permission for use, testing and soft roll-out for the fall semester. Not sure when this will be finally ready.

Special collections site had to be taken down for maintenance. It should be up and running by Friday, July 31, 2009.

A strategic technology plan has been submitted to Judy Ganson for review.

91 participants from around the state have registered for un-conference on technology to be held on Friday, July 31 at Hendrix. The sessions will be blogged and u-streamed live. Check it out at cuc.uark.edu.

Prepared by Luti Salisbury

July 30, 2009

Reviewed by Alberta Bailey

July 30, 2009