Minutes from the Public Services Group
July 7, 2005

Present: Lennertz Jetton, Santos, Johnson, Hu, Bailey, Zou, Juhl, Jones

Hu announced that the III server will be installed on Wednesday August 17. On that day there will be no automated circulation or remote access throughout the day. Circulating units will have to check out materials manually. Library personnel are requested to delete lists created in the system before Tuesday the 16th. Hu will delete any lists remaining on the 16th and she recommended saving the strategy or downloading the lists before that date. Rush ordering for course reserves and ILL will also be unavailable the first few days of that week.

Hu announced that Systems had completed replacing all the computers at service desks, had replaced one scanner at Circulation, and would replace remaining scanners at other circulating units. The “retired” computers that had been removed from staff offices in the last upgrade will replace the current public machines on levels 1, 3, and 4.

Hu graciously offered help to department heads and others generating statistics for annual reports.

Bailey reported that she had met with Computing Services about the upgrade of the GACL computers in Mullins. If the computers are available, the upgrade will occur the 14th of this month; if not, the following Thursday, the 21st. The GACL in Mullins will be closed the day of the upgrade.

Hu reminded everyone that Systems could not provide support to GACL computers because recently someone in Reference had directed an inquiry regarding these computers to Systems personnel.

Bailey reported that as part of the proposal for use of the Walton Technology Funds, the administrative group had proposed enhancing the four group study rooms with technology—projector, computer, and an interactive whiteboard. Actual costs were higher than the estimates, so a revision to the proposal is needed. Bailey indicated that Juana Young wanted to appoint an ad hoc committee to make recommendations regarding what is need. Several persons expressed concerns about support and security for this equipment in the evenings. Bailey replied that those issues could be addressed by the committee. Hu, Jones, Lennertz Jetton, and Zou agreed to serve on the ad-hoc committee to make recommendations.

Jones and Juhl agreed to Hu’s proposal to move the printer in 102 to a new table adjoining the instructor’s workstation. Additionally, Hu has two computers that can be added to back row of workstations provided that we order another table like the ones in the room.

Santos had noticed that patrons were being prompted to update Adobe Acrobat on a public workstation. Hu asked that Systems be notified if this were to happen again.

Bailey announced that a new design for the university’s ID card had been unveiled and she distributed flyers showing the new design. The old cards (picture of old main) still work. Any one who wants a new card can exchange the old card for free.

The group discussed how both machines (in Periodicals and Law) for adding Razorbucks and buying guest cards were not working. Bailey stated that she would investigate the matter. Special Note: Kelly Kline indicated that she has tried several things, but none have worked and she has called the repair service. Bailey’s understanding is that the machine has not been working since Friday. Kelly indicates that she was not called until Tuesday. She will give us a status report. In the future it is very important that we call the Card Office immediately when we have problems.

Zou announced that he and Bailey were updating circulation policies to address emerging needs and new patron types (e.g., students attending pre-college programs). He and Bailey will draft revisions and bring
them to other circulating units for their input. The group discussed how to make these policies as straightforward as possible and publicize them in a manner so that all public service personnel can communicate them to the public. The group agreed that there will continue to be gray areas of interpreting the policies that should be referred to the specific circulating unit. Bailey underscored that the policies of the Libraries are guidelines that are intended to be user-centered and should not result in unnecessary barriers to service. We are working hard to increase the visibility of the Libraries and we are getting results as evidenced by inclusion in campus programs.

Zou reported that the moving company should begin moving materials to LISA later this week. Thereafter the Ss will be moved from the room on the fourth floor of Mullins to make space available for the future oral history room. The Ss will be consolidated. He also reported that Circulation had finished placing security strips in all the MAIN-LRC titles at the end of June.

Juhl announced that the CSA trainer will be in the Libraries on the 12th at 8:30am. She will spend the first hour on Illumina and the subsequent hour on RefWorks. Because of an appointment in Russellville that day, she will need to leave promptly at the end of the session. All library personnel are invited to these sessions.

Juhl reported that she and Dye had worked on department codes to be used with pull-down menus for (1) ILLiad, (2) Performing Arts request form, (3) ID help form, and a future form: e-reserves request. Henceforth the user should see the full name of the department and not be confused by the abbreviations. The codes will include some academic programs not represented by ISIS codes.

Jones mentioned that he and McKee planned to look at the material regarding the trial of the new QuestionPoint software, which arrived late from OCLC. Juhl might put up the links this Saturday and the trial could begin next week. He reported that he and several others had examined the new software at ALA and liked it. He and the other chat partners (USC and Iowa State) might ask for an extension of the trial since OCLC was behind schedule. There was a brief discussion on the implementation of the software.

Lennertz Jetton reported that she had completed weeding the shelf list and card catalog in Performing Arts. She will communicate information to certain subject specialists about materials missing when she has the opportunity.

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