University of Arkansas Libraries

Minutes of Public Service meeting

August 19, 2010

Room 486

Present were: Alberta Bailey (Chair), Tim Zou, Donna Daniels, George Fowler, Lora Lennertz Jetton, Phil Jones, Tess Gibson, Beth Juhl, (Dawn Lingelbach, Minutes).

Technology Update

The new wiring isn’t completely finished, but we’re hoping it will be finished by tomorrow. We still don’t know when the wireless network will be done, but will update everyone as soon as we know. The coverage from the new network should be much better and it should be at least 10 times faster.

A coverage map will be made available by Monday to use to direct patrons to the service desk. It was mentioned that the map on the web page will also need to be updated.

An agreement has been reached between UITS and the University Libraries to continue the current arrangement for the laptop checkout program.

A representative from Rise Display will be here on September 22 to demonstrate the company’s electronic display board product. The meeting will be held in 487 at 4pm. Individuals who are interested in giving input on the possibility of an electronic display board should attend. The company’s website is www.risedisplay.com in case you are interested in learning about it before the meeting.

There is still an ongoing discussion about the various signs in the library. New signs have not been ordered yet.

A small group met to discuss the upcoming Library Open House and how we will solicit and distribute door prizes.

Development of the FAQs and Experts list for the learning commons service desk staff was discussed including what kinds of information should be included so that all staff are knowledgeable about all services provided at the service desk.

Details of activities taking place during the first week of the fall semester were discussed. These included Razorbash, the Help a Hog desk, library greeters and the need for volunteers.

Four graduate carrels (410, 411, 413, 414) have been set aside to be used as study rooms for individuals. They will be offered on a first come first serve basis and left open so keys are issued at the time of use.

An update was given on the new copiers. The color option on the new machine has been disabled in order to allow for duplex and other functions to work. Patrons can however scan and save in color and then print out in the lab.
Elevator repairs which will take place over the next few weeks and may interfere with classes in rooms 102 and 104. Instructors will be made aware of the issue.

Tess Gibson will be the new “go to” person regarding copyright issues. This doesn’t mean individuals are not to answer questions which they feel comfortable answering in their respective areas. Other back up sources for copyright knowledge were also discussed.

The microform reader/scanners are now configured so that patrons can log on using uark username and password. Community users will need to be logged on with the guest login.

Overdue fees that are charged to ILL from other institutions when books are not returned will be passed on to patrons. Notification will continue to be provided to patrons affected and the charges will be added to the account information in ISIS.

Submitted by Dawn Lingelbach

Revised by Alberta S. Bailey