Minutes of Public Service meeting

August 26, 2010

Room 486

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

Technology report

Network is done and everything seems to be working properly. Haven’t had any major glitches. We are still waiting to hear an update on the new wireless network.

Printing

Waiting on a decision from the administrators about purchasing the new duplex printers for Chemistry, Physics, and Performing Arts & Media.

Performing Arts & Media has had a lot of issues with patrons not being able to print. It is a campus IT issue and they are working to resolve it. It has to do with individual users. There have also been a few issues in room 104.

Rooms 102 and 104 are being used heavily. Some classes have even been turned away b/c of lack of space. There was a discussion about opening other rooms for classes. A decision was made that 372B could continue being used as needed for classes, but that 472B would not be offered. The wording on the webpage will need to be changed to indicate that 472B is for a different use than 372B.

It was mentioned that some patrons do not like that the format of information given on PrintSmart in the Fine Arts library, which is different from that in other labs on campus. Specifically it doesn’t give the amount of money that is left. This issue will be passed on to IT.

It was also reported that there have been some issues in the morning from 7:00 – 8:00, when there is no one stationed at the IT portion of the desk. There have been a lot of requests for clearing paper jams, adding toner, and other things of that nature. This will be reported to IT.

Learning Commons

Need to agree on what the library FAQ’s are to give to IT as well as the list of experts

Phones: A phone has been ordered for the IT desk. A multi-line phone is being looked into for the reference and circulation desks so it will be easier to assist with picking up lines when one desk is busy and another is not. Alberta will send out an update on the learning commons listserv about how the phones should be answered.
There was a brief discussion about sending referrals to subject specialists. Donna will finalize a referral process statement.

Supplies table: IT will not be assisting with the supplies. The library will continue to stock the table with supplies unless things start to disappear too quickly and then the idea may need to be rethought. Supplies to be included on the table: Staplers, Paper clips, golf pencils, 3-hole punch, Pencil Sharpener. Individuals in circulation and reference who are responsible for ordering supplies will monitor the table and keep it stocked.

Reference and Circulation will establish central supplies for support of the service desk. Print handouts will be reviewed to place them all in one place and to determine which ones need to be online only and which ones need to be kept in print.

A couple of groups have been identified as needing access to the library but were not in the system as affiliates. Circulation staff are working out the problems to ensure that get access.

There was a discussion of the Operational Goals and what has been done to meet each of the goals. There are still a lot of loose ends to be tied up and things that need to be looked at again. Work will continue to complete the goals as assigned.

Information about the new textbook policy has been added to the website. Also, information regarding fees being passed on to patron from ILL fees was posted.

Submitted by Dawn Lingelbach

Revised by Alberta S. Bailey