Minutes from the Public Services Group
July 14, 2005

Present: Peppers, Lennertz Jetton, Gupta, Santos, Johnson, Hu, Bailey, Dye, Zou, Hartsell, Jones, Juhl

Hu reminded everyone of the upgrade of the system scheduled for August 17, when InfoLinks and Millennium resources will not be available. Library personnel must delete their created lists on Millennium before the 15th or risk losing them. Although databases will be available through the web, patrons will be unable to search them remotely. The group recommended relying on Worldcat to find call numbers for our materials and Google Scholar to help with patron questions. Systems will work hard to minimize disruptions.

Bailey relayed that Computing Services was investigating software to control printing and plans to buy a software package for use in the computer labs. Although Computing Services would first experiment with the software in the fall for print control and generate data on the use of printers and paper, the goal of Computing Services is to charge for printing at a future date once the system is in place and functions properly. Bailey and Hu discussed the implications for CybraryN in the meeting; Hu assured everyone that the Systems personnel will test the software with CybraryN. Bailey asked if we still thought it was a good idea to explore the creation of an integrated help desk that would be staffed by Reference, Systems, and Computing Services to ensure technical help for all hours open. Hu, Jones, and Juhl all agreed that we should pursue this idea. Bailey indicated that she would talk to Susan Adkins about the concept and that a working committee similar to the one established to work out the details of establishing the lab would be needed.

Bailey reported that she had recommended the appointment of the ad-hoc committee to examine how to reconfigure the study rooms and 472B with more technology for student use. She is awaiting approval; once approved, the ad-hoc committee must move quickly. [Note: The ad hoc committee is approved and the charge will be posted on the Web.]

Bailey announced that the new faculty orientation will occur on Tuesday the 16th of August and that she and Ganson will staff the orientation table.

Bailey announced that the fall hours had been approved; Zou had distributed them immediately before the meeting.

Bailey requested that everyone examine the work of the Reference Services Committee on the Web and provide feedback to her as soon as possible so that she can present for administrative approval. Beth agreed to put up the links to the work of the Reference Services Committee immediately after the Public Services meeting at http://libinfo.uark.edu/committees/referenceservicesdefault.asp (under the page of the committee on the StaffWeb. Bailey also distributed a document, “Our Commitment to Excellence in Service,” and asked for feedback from everyone. Bailey scheduled a division-wide meeting at 2:30 on August 4 to discuss the work of the committee. The meeting should last approximately one hour. Additional details will be forthcoming.
Bailey also scheduled a meeting of all interested parties next week in lieu of the Public Services meeting (9am on July 21) to discuss what individuals learned at ALA (e.g., session attended, products discovered).

Lennertz Jetton mentioned that Performing Arts and Media did not have printing capabilities, but Systems was working on the problem.

Bailey reminded everyone that the statistics that Juana Young required might not provide a full picture of a department’s operations and workloads and that she wanted department heads to consult with her before they dropped gathering department specific statistics that are not required by Juana Young.

Juhl discussed the challenges of maintaining the A–Z list of databases and her concerns that this huge Access database might crash the system. It takes about 4 hours per month to maintain this file and it is better suited to be loaded on a SQL Server.

The group discussed the increase in wages across the Libraries for hourly employees. Bailey will meet with the supervisors to determine progress on the charge of reviewing hourly staff job descriptions.

Hartsell mentioned that the ALPS Executive Council had met on campus in the previous week and that next year’s conference will be in Little Rock and that the Council is working to setup a tour of the Clinton Library.

Zou reported that he was able to fill the LAT I position vacated by Felicia Thomas. He was making final revisions to the e-reserves form, which will include a link about copyright and fair use. The group discussed passwording access to the e-reserves. The group discussed whether the Libraries should require a password for every reserve item, even non-copyrighted items, such as class quizzes. The department heads over areas that offered reserves requested to see the draft of the e-reserves form on copyright and fair use; that will be arranged. A meeting will be scheduled during the last week of July of all units that circulate materials to ensure that possible impacts of proposed changes to loan rules (circulation of bound journals) and other policies can be discussed before decisions are made and implemented. Zou also mentioned that the Stacks personnel had almost finished removing the Ss from the room on the Fourth Floor. There was some discussion of the working schedule of the professional movers who were moving materials to LISA; they are somewhat behind and may need to leave this job temporarily to work on another job in another state.

Johnson and Lennertz Jetton prompted a discussion on handling purchases of materials not currently in the collections of the Libraries but requested by individuals to be placed on reserve. In the past a general fund was available to acquire these materials; now the materials come out of the appropriate subject fund and the selector is not notified. Bailey will seek clarification.

Gupta announced that effective July 1 she began working a 75% appointment. Her schedule is Monday from 12 to 6pm; Tuesdays through Thursday from 9 to 6; and off on Friday.

Jones reported the results of an OCLC conference call on the new QuestionPoint software on trial. Santos, Juhl, and he participated, along with several other librarians
from Arkansas. The call did not go very well, but a more in-depth call is tentatively scheduled for Friday the 22\textsuperscript{nd} at noon. Juhl and Jones were concerned that the new software might make authentication of the subscription databases too challenging.

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