Public Services Meeting
November 10, 2005

Present: Gupta, Myers, Lennertz Jetton, Johnson, Juhl, Hu, Bailey, Zou, Jones, Gibson, Turner, Tabler, Dye, Hartsell, Peppers

Hu announced that the network hubs and switches had been purchased, but the date for their installation needed to be set. The group agreed that the best choice was Sunday the 18\textsuperscript{th} of December—because Mullins would be closed—and second choice was one of the late nights of the preceding week after finals had ended. Therefore, the 8\textsuperscript{th} of January, another Sunday on which Mullins will be closed, should be the date of the InfoLinks upgrade.

Hu reported that Systems had installed the DVD decoder on staff computer for those who need it for their work. Staff members who do not have the software and need it may request through the systems web page.

Bailey asked Hu about progress on arranging with Facilities for furniture for the Catalog Express stations. Hu said that furniture was still needed for one station on Level 3. Bailey told Hu that she would talk to her after the meeting about the details.

Dye gave a report on recent developments in Distance Education.

- She gave distance education sessions by compressed video to several distance education classes this fall.
- She had begun e-mailing information to distant students about distance education services, including chat and ILL services. Getting a good e-mail distribution list was a challenge because of multiple listing of students taking more than one course among other factors. She will continue to explore options available to create a workable list.
- She will attend the Virtual Reference Desk (VRD) conference in California next week.
- As an active member of the Campus Distance Education Committee, she is helping to create an online course to assist faculty in creating online courses.

Bailey announced that the Program Steering Committee will meet on Tuesday the 15\textsuperscript{th}. She reviewed Public Services related assignments from the strategic plan and reminded everyone on Program Steering Committee to review their assignments related to the strategic goals and to the ARL review so that deadlines are met. She announced that she had taken a quick review of the Public Services goals and she highlighted some of the goals completed or in process:

- Public Services will revisit the hourly staff classification.
- Chat service was developing well and will possibly adopt new software in the spring semester.
- Self-check was continuing to increase.
• The standards of the Reference Services Committee had been posted on the (new) staff pages of the Public Services Division. Related to this initiative, the Libraries will participate in a Webcast entitled “Successful Reference Interview Strategies: At the Desk, Chat Reference, or on the Phone” on Thursday the 17\textsuperscript{th} at 2pm in 104. Although desks must be covered during the Webcast, attendance is expected from all departments. The Webcast is open to other any library staff who may be interested.

• Necia Parker-Gibson submitted a report of the Instruction Services Task Force, which will be discussed at a meeting of selectors and teaching librarians on Monday the 5\textsuperscript{th} of December at 11am. (Room TBA)

• An evacuation plan had been drafted and work on the plan will continue. A drill may be hold in the spring semester.

• The physical move of materials to LISA had been successful. Zou noted that storage requests had increased and that the policy for requesting materials might need to be refined. He asked personnel who encounter non-UA patrons seeking storage materials to forward them to ILL. Bailey asked Zou and Gibson to devise a procedure so we will all be on the same page. Zou announced that he will fill a currently vacant position to work primarily with storage and stacks matters.

• Elizabeth McKee, Lutishoor Salisbury, and Janet Parsch were charged with evaluation of the Graduate Assistants Program. Bailey indicated that she would be following up with them regarding progress.

• Collaborations between the Libraries and the Enhanced Learning Center and First Year Experience were ongoing.

Bailey asked Jones and Juhl about their work with Tom Dillard on special projects with the Honors College and the collections of the Libraries and they responded that they had not been assigned any specific tasks. Bailey will seek clarification.

Bailey emphasized that the collection statements needed to be submitted, as well as, other work assigned for the ARL review since the Dean would like the review to be completed before December 23.

Bailey and Jones announced that Bailey, Jones, Hu, Zou, and Donnie Blagg would meet on the 15\textsuperscript{th} to discuss integrating computing and reference services on the Lobby Level of Mullins Library. Specific recommendations will be needed quickly to prepare a proposal for the Dec. 1 meeting of the Student Technical Fee Committee.

Zou distributed hours for the spring semester and asked individuals to note any concerns, of which there were none. Bailey will need draft hours for each department for her approval.

Bailey noted that any extra time worked in lieu of the sixteen hours of vacation to be used between Christmas and the New Year must be worked in December before the holidays. Additional details will be forthcoming.
Bailey asked department heads to provide her with a revised list of staff responsible for staffing departments in inclement weather.

There was some discussion of clocks and study rooms and the negative effects on service for most of the clocks to have different times. Bailey promised to pass comments on to Juana Young.

The next Public Services meeting will be in three weeks, on the 1st of December.

pjj/asb