Reference and instruction meeting 2/3/16

Present: Lehman, J. Thornton, Lennertz, Gibeault, Juhl, Daniels, McKee, Torres, Youngblood, Laincz, Salisbury, Parker-Gibson, Johnson, Jones, Gibson, Zou, E. Thornton

Lora
- Updates on new storage – met with the architects and talked about plans for the storage space and what will be returned back to Mullins; tentatively have planned 500,000 will come back to Mullins. Still talking about several topics including media, manuscripts, etc. and where that will live. Lora has provided checkout data to the admin and architects. So far stages are: storage building and moving materials, asbestos abatement, maybe renovation of Mullins 1,3, and 4, then any future projects (ex. Science center)

Lora and Joel
- Reporting lines – for those reporting to Joel absences, equipment requests, projects ideas/plans will go to Joel; Lora does not need to be contacted about these things as Joel will be keeping her informed as needed. For all faculty in ARS, we are expected to set a regular schedule in consultation with our direct supervisor. Lora will be looking for a regular time to meet with the faculty in the ARS division.

Joel and Kathleen
- Quick comment on reporting absences – For people reporting to Joel, please email him when you will be out and cc Kathleen. Since the binder is helpful to the people working the reference desk to know who is in and out on a particular day, on Fridays, Kathleen will begin printing off the W to W request off for the following week and placing it in the binder and can note last-minute absences in there as they arise.

Kathleen
- Dibs – (http://libraries.uark.edu/rooms/default.asp), went over what you can show and tell patrons who want to be able to book a room through Dibs! Reserve a Room. I forgot to ask this in the meeting, but Necia please show Marei, Elizabeth please show Kent, and I'll show Richard what we looked at today about how to guide patrons to making the reservations.
- We’re already past the main “do you have my textbook?” frenzy, but a reminder to please log book requests, particularly for course textbooks in the “Item Request” tab in Desk Tracker. Charles is following up with the textbook requests. If it’s not a course textbook and the patron doesn’t indicate they will request it through ILL, still log it on this tab; I’ll route non-textbook items inquires/requests to the subject selectors for their consideration.
- Follow up on LibAnswers: please make sure you are signing your name to any correspondences within LibAnswers, including internal notes. Also, even if you can’t answer a patron’s question and are forwarding it or need to check with someone who can, respond to the patron and acknowledge that we’re working on it. If there is a question in the queue that has been claimed by someone else but does not yet have a resolution, please answer it if you can. If questions are sitting on that front page, they are fair game for anyone to answer and close out. (From Norma): for items forwarded to Special Collections, they usually answer the questions outside of the LibAnswers platform, but will start closing out those tickets so our minds can rest easy that the question has been taken care of. Please periodically check the spam tab, most of it is spam, but sometimes real questions get caught in there; please move to the real queue. On emails that get forwarded to LibAnswers,
please make sure to cc the original patron in your reply. We see this most on emails forwarded from the circserv email.

- Spring International scavenger hunt is Thursday Feb, 4th. I’ve put the sheet from Wendy Howard explaining the event at the reference desk and attached it here. Please take a look at it. A goal this term is to give Wendy a new set of questions for the students to ask that might be more useful things for them to know, so please share your ideas to that I can make some suggestions to her.
- I will be out next week so if any scheduling conflicts come up, please let Sherryl know as soon as possible, and even better let Sherryl know who is covering your shift.

Michelle
- The instruction ipads have been split into two groups of six and Michelle and Necia would like your ideas on how best to handle scheduling for them. One has a outlook calendar, one just through the email? Please send idea their way.

Beth
- Will be looking for a time to schedule another Sierra refresher/training. Possibly a second Wednesday at 9:00, but she’ll let us know.

Necia/Tess
- Reminder that Head of Physics Library Candidates will be in next week on Monday, Tuesday, and Friday. The presentation will be at a time different than usual, so please take note when the schedules are sent out.