Kathleen
- Minutes from past meetings are being posted here
- Updates from User Services/Circ
  o Self-check has arrived and set up should be completed soon
  o Circ is currently down three full time folks and while we are working to get those filled, feel free to lend a hand when you can
  o Sherryl and Elaine R. have added a message to the bottom of the checkout slips that says “Items may be recalled after two weeks.” (We’re still perfecting the spacing.) We’re hoping this cuts down (slightly) on the confusion when things get recalled from patrons and their due dates change.

Joel
• Key themes going forward:
  o 1) partnership and advice
    ▪ Most advanced levels of customer expectations
    ▪ About listening, being responsive and helping them learn faster
    ▪ Not that we don’t do that, but just want it to be a point of emphasis going forward
  o 2) improving the user’s experience
    ▪ About reducing friction for our users and simplifying our processes
  o Want to focus on activities that move us towards these two themes and do less of things that don’t.
• Review of 2015 instruction stats
  o Analyzed 2015 instruction mix and attempted to categorize of efforts
    ▪ We have issues with our data: either not tracking or inconsistent about how we track things
    ▪ We’ll need to decide what key metrics to track and how we are going to do it consistently
    ▪ See PPT slides for key themes
  o If you have not entered stats for Q1 please do so by 4.18
• Discussion about new instructional opportunities
  o Key point:
    ▪ Emphasize moving towards partnership and advice;
    ▪ meaning partnering more with faculty on course/assignment based instruction that includes an accompanying class guide whereby students and the research desk staff can refer back to
  o Goal is not to mandate the use of class guides but to improve the users experience and keep the research desk in tune with content being taught and class assignments.
    ▪ On occasion content has been taught in the classroom and students have come to the research desk seeking assistance; however, research desk staff were unaware of the assignment.
  o Discussed the list of potential instructional opportunities provided by some subject specialist
• If you have not provided potential opportunities to Joel, please do so by 4.18.

• User experience enhancements
  o Refworks
    ▪ Now off campus and distant users don’t have to call or email to obtain the group code. The code can be accessed at: http://0-uark.libguides.com.library.uark.edu/rwgroupcode. See image.
    ▪ How it works: Beth built an IP filtered lib guide. Once a user clicks the url, they are asked to authenticate. After authenticating the group code is revealed within the lib guide. Also, Norma has updated LibAnswers with the process for accessing.
  o ILL
    ▪ In the process of simplifying request it/ razor rush/ and storage requests that use ILLIAD within world cat
      • Goal: to create consistent language use for customers
      • Look for this change soon.
  o LibGuides enhancements
    ▪ Database links in LibGuides
      • In some instances when you click on database link from a LibGuide it takes the user to an information page about the database rather than directly to the database.
      • In an effort to save the user clicks and for consistency, Web Team exploring possibility of making all links go directly to database rather than the information page and then the database.
    ▪ LibGuide Cleanup
      • Future project will entail “cleaning up” LibGuides for ingestion into Summon
    ▪ Web content team is looking at updating subjects landing page to simplify the users experience when searching for guides by subject.
      • Handouts were provided to subject specialist to obtain feedback.
      • Web team considering creating up to 9 categories or boxes.
      • Subject specialist absent from the meeting will have an opportunity to weigh in on the discussion, if they desire. Handout provided within meeting notes.
      • Feedback will be used to create a prototype of the subject landing page.