

Public Services Meeting  
October 4, 2007

Members Present: Alberta Bailey, Margaret Boylan, Tess Gibson, Phil Jones, Beth Juhl, Lora Lennertz Jetton, Luti Salisbury

There was a general discussion that there are issues with the connectivity of the campus network to the outside world. Campus computing is working to deal with the issues. To members of the library, these problems may exhibit themselves in access issues to databases – such as pages not found, etc.

Bailey announced that three members of the library community were honored at the staff service awards ceremony this past week. Among the honorees are Kareen Turner (10 years), Missy Tabler (15 years), and Judy Culberson (40 years).

Gibson shared the first statistics on RAPID interlibrary loan activities. The ILL department loaned 1148 articles using rapid last month with an average turn around time of 8 hours. Over 930 articles were borrowed during the same period with an average delivery time of 18 hours. Loaning activities in RAPID have primarily been in the subjects of agriculture, biochemistry, engineering and physics.

Bailey encouraged all members to read the following article that the Reference Department is reviewing for discussion on October 18<sup>th</sup>:

Lewis, David W. "A Strategy for Academic Libraries in the First Quarter of the 21<sup>st</sup> Century." *College & Research Libraries*. 68 no. 5 (September 2007): 418-434. (available through paper and the library website, library password or ACRL membership needed)

Bailey informed the group that the pay phones have been removed from the library. In addition, the TTY device for persons with hearing impairment was also removed. The campus phone is still available. Persons requesting to make local phone calls may be allowed to do so at public service desks or may be referred to the East Entrance Desk. The phone alcove near the East Entrance Desk is still designated as the cell phone area of the library. Jones offered to investigate whether a pay phone was still available in the union. Bailey reminded individuals of the campus emergency phones that are located throughout the campus. **Special Note from Phil Jones:** I checked on the phones and learned the following:

- 1) The desk phone at the East Entrance Desk does allow a call off campus (9- local dialing)
- 2) There is a campus phone in the alcove behind the desk, but it does not allow calls off campus
- 3) There is one pay phone in the Arkansas Union, fairly close to the fireplace and RZs.

Juhl reminded the group that the ISI, Web of Science representative will be in the library the morning of Wednesday, October 10.

Lennertz Jetton indicated that the repackaging and relabeling project for CD-ROMs is approximately 50% completed.

Bailey indicated that the Clinton school students were here last Saturday. She noted that there was one problem with one of the students who was unable to activate his computer account. If an error is made in logging in and the error has occurred over 24 hours earlier, the individual will need to go the Registrar's Office to unlock his/her account. Jones indicated that the lab-op is able to determine whether an account

has been locked. For distance education students, a mechanism is in place whereby they are able to confirm their identity with the Registrar's Office through fax and mail and get the help they need.

Salisbury indicated that the Chemistry library is working on a project to update the records for the over 200 titles which have a status of "m" – missing. Currently staff are searching Chemistry, Physics and MAIN for items missing from Chemistry locations.

*Submitted – Lora Lennertz Jetton*

*Revised – Alberta S. Bailey 10/4/07*