

Minutes of Public Service meeting

January 21, 2010, 9:00 a.m. – 10:20 a.m.

Room 486

Present were: Alberta Bailey (Chair), Amy Brown, Donna Daniels, George Fowler, Tess Gibson, Gale Golden, Beth Juhl, Lynaire Hartsell, Jimmy Jackson, Phil Jones, Michele Tabler, Tim Zou and Luti Salisbury.

The Chair welcomed Jimmy Jackson, the new stacks manager in the library.

The Chair briefly reported on a meeting with Provost Gaber regarding position vacancies. She provided details on a case that was referred to her regarding a non-university student wanting priority privilege in using the visitor pass to do his online course. Donna reported that because of a law which required the library to identify users, reference had instituted a procedure to log specific IDs together with computer and the time. These are limited to 2 hours. The chair indicated that further investigation is needed regarding this policy and the requirements of the law.

A question arose as to the legality of persons banned from campus who seemed to be using the library. It was noted that UAPD will inform the library of individuals who are banned from campus but there is no procedure in place to let us know when this ban has been lifted. The Chair will follow up with UAPD on this.

Report from Web Services

Beth noted that the use of SciFinder requires that users register while on campus. Therefore, they had to register each student in the distance education course in Mechanical Engineering.

Report from Systems

George mentioned that they had bought the ability to install SAN certificates, starting with InfoLinks -- that will allow better hand-offs between our proxy server and databases that have their own security certificate.

George also reported that a team from Computing Services evaluated where wireless connection in the library would be needed. They suggested areas where people could congregate, classrooms (372B, 472B), 486 and reference offices.

George mentioned that there will be a webinar on February 3 on collaboration between the library and information technology for which he has identified people to attend.

He also mentioned that there are plans to expand the computer lab in the library.

There is no update on pay-per-view

Report from ILL:

Bookeye (the scanner) in ILL has is still in need of repair. There is a GWLA proposal for a scanning station from the same company that sells the Bookeye. We will evaluate.

Document delivery may be a bit slower because of the new US mail delivery schedule. It was suggested that one solution may be to stagger staff to process items at a later time. Lynaire pointed out that this problem is also affecting the delivery of newspapers in a timely manner.

The Chair then open discussion on the report: Alison J. Head and Michael B. Eisenberg. 2009. *Lessons Learned: How college students seek information in the digital age*. Project in Information Literacy. Progress Report. University of Washington. 42p.

The chair mentioned that since our strategic plan identified this year as the year of the undergraduate, the discussion of this report is appropriate.

She identified one of the findings from the report as indicating that undergraduate students do not want to interact with librarians and opened the meeting for discussion. Discussions and suggestions centered on the following:

- This finding may not be all negative as the whole aim of information literacy is to train students to be self-sufficient
- We want our users to have a good experience so we should continue to meet them wherever they are
- The introduction of mobile technology has changed the information landscape with regard to access to information
- We should always be configuring ourselves to be creative to provide nimble services. It was noted that we are lean, facile, quick in responding and cost-effective. We should continue to define a level of service that adequately meets the needs of our undergraduates.

Next discussion will take place on February 11. The ECAR and Horizon reports will be explored then.

Respectfully submitted

Luti Salisbury

January 26, 2010

Approved ASB/1/27/2010