

Minutes from the Public Services Group September 1, 2005

Present: Lennertz Jetton, Johnson, Gupta, Juhl, Hu, Bailey, Zou, Jones, Santos, Gibson

The group discussed a patron's comment to Alberta that there should be stations available near the stacks for a quick consultation of the online catalog. The group agreed to limit every workstation on Levels 1 and 3 and the stations on the west side of Level 4 for online catalog card searches only. Hu will arrange the change. We will monitor the use of these computers to determine if adjustments are needed.

Hu mentioned that the InfoLinks Review Committee will discuss when to migrate to the new release of Millennium. She noted that Systems will clean the internal parts of Yoda and Obi-Wan each Saturday morning. Systems also had almost completed cleaning public computers and replacing mice for Mullins—the branch libraries were next. The branch libraries should receive new scanners soon.

Hu reported the problem with network was university-wide and not related to the Libraries' servers. A replacement part was on order to fix the problem. Hu also reported that BASIS will be down on Saturday.

Zou reported that the project of shifting materials to storage was winding down. There is a special truck near the PA system (with a flag) to which storage materials should be returned.

Bailey announced that the Admin Group had accepted the work of the Reference Services Committee, which will be posted on the Web. She will distribute an abbreviated version of the "**Commitment to Excellence in Services**" that is designed for our customers and will be posted at every public service desk for public view.

The group discussed increasing technology in the various rooms of the Libraries and the need to provide projection in the Walton Reading Room. A consultant hired to recommend "smart" equipment to the Honors College recently demonstrated a projector for the Reading Room to library administrators, Sheri Gallaher, and Lennertz Jetton and Peppers. Bailey suggested that Lennertz Jetton's group, the Ad-Hoc Committee for Technology Enhancements to Group Study Rooms, examine this "smart" technology to consider these applications for the rooms in the Libraries. Bailey told Lennertz Jetton that Dean Allen had added 486 to the charge of the ad-hoc committee.

Bailey mentioned that the Walton Reading Room would be closed to students on September 8 from 11 to 12:30 for a lecture by guest authors presented by E. Lynn Harris, who is author in residence this semester.

Lennertz Jetton mentioned that she had heard several reports of large classes (50–75 students) coming to the Libraries from presentations and that future planning for an addition to Mullins Library should include a larger teaching space.

The group discussed what code to use to designate patrons who are members of the Clinton School. The code Bailey decided on is the four letter code (UACS) for the course name in which the students are enrolled

Juhl reported that the projector that Systems ordered for 102 had arrived but was not the correct focal length. Trent Garner was having difficulty finding a model with the correct focal length, but is working on the problem. Currently the portable projector was in use in 102 and would not be available to check out for some time because of the demand for projection in the room.

Gupta reported that the Physics/Chemistry Library was shifting materials and meeting the challenges of finding work-study students.

Johnson reported that the Fine Arts Library had experienced a major increase in printing because of e-reserves. Bailey advised her to speak with Hu about obtaining a faster printer.

The group discussed the challenges of printing e-reserves items because of Adobe Acrobat. Juhl recommended trying other browsers, as well as saving the file to the desktop, opening the file, and printing it directly. One of these tricks usually works.

Lennertz Jetton reported that professors on campus are giving more assignments that require a Macintosh and that the demand for the Mac in Performing Arts and Media had increased appreciably. She also noted that she and her staff had been addressing the challenges of helping patrons download multimedia materials from course pages on WebCT.

Gibson reported that she was revising the public pages of ILL and was open to feedback from colleagues. In particular, she would like to trim the FAQs, which she feels are too long.

The group discussed how to handle ILL requests for textbooks that are not mandatory for the requestor's course. Gibson advised everyone to suggest that the patron use the notes field and explain that the textbook is not required for his or her course, but supplemental material.

Santos reported that all needed work-study students had been hired in Government Documents.

Jones mentioned the discussion in 486 on the 31st of the reference interview and how far to help patrons. Feedback from the discussion had been positive, although perhaps another meeting would be required to nail down the points of consensus to create a product for training. He said that the next Reference meeting on the 7th would focus on the proposed increase of computers on the Lobby Level and would be held in 486 so that others could attend.

Zou reported that the self-check station was back in operation and the new security gate at the West Entrance functioned well. He noted that Circulation did not put course packs on reserve. He also mentioned that Circulation would soon obtain five more laptops for public use.

The group discussed some points pertaining to the challenges of passwords for e-reserves. The group also discussed how charging patrons for printing in the future might impact public service and particularly how the Libraries might handle printing by guests.

pjj/asb