

Public Services Meeting
October 13, 2005

Present: Gupta, Myers, Santos, Penrose, Lennertz Jetton, Johnson, Juhl, Hu, Bailey, Zou, Jones, Gibson, Turner, Tabler, Dye, Hartsell, Peppers

The group indicated no problems with Catalog Express on the Lobby Level of Mullins. Bailey will speak with Hu about locations on the other floors for additional terminals.

Hu indicated that all staff workstations allow CD burning. She encourages all personnel in the Libraries to back up their files on CDs and not on zip drives. Dell is phasing out the latter, and CDs are cheaper per unit and more secure. Jump drives are less secure and more expensive; departments and staff who want jump drives should order through the regular process for ordering office supplies.

Hu asked each department to provide her with a list of staff that needs DVD decoder software on their workstation. Lennertz Jetton indicated that all the public workstations in Performing Arts and Media have the decoder.

Zou announced that Access Services began to retrieve storage requests on a test basis on Monday. There are problems with Smeadlink, but the best way to solve them is to use the database and test the process and document the problems as they are encountered so that they can be addressed by the vendor or internally. The Web pages will not be updated to indicate resumption of retrieval until we develop a stable process.

The group discussed how to handle visiting scholars who do not have ILLiad access and therefore do not have access to materials in LISA. The group agreed that on-demand retrieval was not feasible, but that procedures could be established to retrieve materials for these patrons on the next regular storage "run." Zou will work with others to develop a solution.

Bailey emphasized that departments need to work together to solve service problems on the spot and find creative ways to promote good service and access to our materials. She indicated that individuals may consult with Tim Zou or her by phone if all avenues are exhausted and solutions to problems cannot be found during evenings or weekends.

Zou gave a report on the activities of Circulation/Access Services. The Department has accomplished the following in the past year:

- Revised circulation policies now include a new patron group, 34, which is limited to check-out privileges only.
- Scheduled staff through the software ScheduleSource. It has allowed him to staff more efficiently and save money on the hourly budget.
- Barcoded the LRC collection on Level 3.
- Implemented a self-check station on the Lobby Level. Use has increased over the last several weeks and is averaging ten per day.

- Created a new request form for instructors to use to place materials on reserve. Copyright remains a challenge. April White attended a copyright workshop to learn more about compliance and educate her co-workers.

In the future he would like to address staffing and continue to make it more efficient. For example, some activities are decreasing, whereas storage needs considerable attention.

Gibson reported on several plans for Interlibrary Loan. She will receive training on Odyssey, the document delivery arm of ILLiad. She has identified several schools to form a test group. In the future she would like to explore delivery of journal articles and book chapters to faculty on the University of Arkansas campus.

Dye will give a presentation on distance education at the Nov. 10 group meeting, which will include the supervisors. Bailey asked each person to submit a written report to her after giving the oral report of departmental activities and plans.

The group discussed the perennial problem of food and drinks in the library and agreed that staff patrols for food policy compliance are becoming less important given the intractableness of the problem as we rethink position responsibilities in several departments. We will wait for a coffee shop in the building or our west addition.

The group discussed how to provide access to articles (in some cases assigned to a class) in bound journals that may be checked out. Circulation should be notified so that a recall on the item can be made. Given the circumstances, the professor if known would be contacted to see if the article needs to be added to e-reserves or to inform him of the problem. Bailey would like to monitor the frequency of these occurrences to see if further action is necessary.

Bailey announced that she and Santos would give a report on their trip to the University of Washington, where they attended an ARL conference on the future of government documents. She also will report on a meeting that she attended yesterday (Oct. 12) on diversity. All campus administrators attended; Chancellor White iterated that diversity is a key priority in his administration.

pjj/asb