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Online Resources and Services Meeting Essence Notes

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Online Resources and Services Meeting Essence Notes --July 25, 2016


Welcome:

Jessica Minihan began the meeting by welcoming the new co-chair of the work team, Jessica Garner. Also, Lisa Smith began her role as the recorder of the minutes of the meetings.

1: Questions/Comments from the front lines:

- Lisa reported on a recent issues with remote access to the JCR from within the Web of Science database records. A message was sent to the Eteam, and Jeff Mortimore quickly recognized and corrected the problem.
- Others reported recently problems with access to Ebooks accessed via Discover. All were thought to have related to the recent issue with the GALILEO overlay, and these issues are thought to be resolved at this time.

2: Turning a public service access issue into an ILL request:

In order to improve patron satisfaction during those times when a patron cannot access a journal article remotely, this group discussed ways to provide a solution that would satisfy the patron as quickly and painless as possible. Fred proposed that when a patron sends a chat message or phone call regarding difficulty accessing something we have, would the librarian consider sending the requested item as an ILLiad request. This would ensure that the patron would ultimately receive the article as soon as the problem is resolved. The librarians who work the Info Desk reported that routinely they send the item via email or via the chat service if they, who are on campus, can do so. Occasionally, no one can access the full text, and the problem takes days or weeks to resolve.

After discussing how to best handle the instances when the Librarian on duty cannot access the article either, simply put in an ILLiad request for the item and add in the notes field of the ILLiad request form for whom the article is truly for and the nature of the difficulty regarding the patron’s access. The article will be hopefully supplied as soon as the access problem is resolved, and this procedure should prevent the patron’s request from getting lost or forgotten. The librarian making the ILLiad request will receive an email notifying him or her of the availability of the item, which can then be sent to the patron.

One good point to remember: It is hoped that the problems with remote access to articles will greatly decrease in the near future when the changes in how faculty and students access the library’s resources are finalized.
Follow–up: Fred will prepare a memo that describes this change in how we help patrons, and he will share it at an upcoming Faculty Meeting. If any librarian is unfamiliar with using ILLiad, someone from ILL will be happy to show them how to use it.

3: Overview of new GALILEO/ProQuest Resources: Jeff Mortimore provided an overview of the recently acquired ProQuest Databases. Forty-five (45) databases were added to our resources recently. To see this list, check the Databases A-Z list in LibGuides. The databases provide much new content in the areas of the humanities, business, and newspapers. Liaison Librarians will need to complete the database assets survey as soon as possible so that Jeff can complete the database assets assignments.

4: New Flipster Titles: Jessica Minihan provided an overview of the latest titles on the Flipster platform. The current print periodical collection is shrinking as we are able to add more titles to Flipster. Flipster provides digital access to popular periodicals without compromising the images, including the advertisements contained in the issues. Our most recently added titles include *Ebony, Essence*, and the *Rolling Stone*. Also, *Library Journal* is a part of Flipster. More promotion is needed to inform library patrons of these resources.

5: Update on George Anne Digitization Project: Greg Vaughan gave an update on the work he, Sue Murray, and several others in CRS are doing. The same company that digitized the Reflectors a while back are digitizing all of the George-Anne, from 1927 to present. Much preparation has gone into preparing the newspapers to be shipped to the company, as they require us to provide them with the total number of pages that is to be scanned. Shipping may start as soon as next week. No estimated time of completion of this project is known.

No other topics or announcements. The meeting was adjourned at 4pm.