Online Resources and Services Work Team Essence Notes

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Online Resources and Services (ORS) Meeting

Monday, September 26, 2016 at 3:00PM


Jessica Minihan opened the meeting at 3pm.

1. Comments/questions/concerns from the frontlines:
   It was noted that several tickets had been created and handled by the E-Team. Rebecca asked if it was permissible for students and faculty who call in or chat with access issues to be given the email address of the E-Team. Jeff Mortimore explained that the Public Services librarians were to be the first-tier respondents to issues electronic resources. The E-Team’s email should not be given out to the public for direct communication. If the Public Services librarian determines that the technical issue needs the expertise of the E-team, he or she should send a message with all the pertinent details, and this ensures the problem will be handled and not become lost over time.

2. Faculty review of subscriptions (J. Minihan)
   Jessica provided an overview of the Faculty Review of Subscriptions. The Faculty Senate Library Committee is working on facilitating a review of subscriptions of journals and databases. The focus is on the usage, not the subscription price. Faculty will rate the level of importance of each item or abstain from rating if the item is not a resource used by their respective discipline.

3. Trials (Paolo) The Library has two resources under trial access. These trials are internal to the library, except they may be shared with any faculty who may provide relevant feedback on them. Paolo encouraged us to take a look at both of these databases. He will share a link to both of these in an email.
   a. Kanopy—A video streaming resource that has minimum overlap with Films on Demand. It is a demand driven acquisition resource. Users will trigger a purchase, which is more like a rental of the item instead of a purchase. The cost per title is $100 for a one year license of the film. This will be added to the Databases A-Z List during the trial.
   b. Musical Theater Songs: A music faculty member had a trial to this and asked if the Library could also get a trial subscription to this source. This trial subscription will not be added to the Databases A-Z List.

4. Eteam Queue Workflow presentation (Jeff): Jeff gave a detail presentation of the workflow of the E-Team.

5. Ruth proposed a couple of changes of wording to the Library’s Homepage. The new wording involved the changing “Book a Study Room” to “Spaces and Places” and changing “Computers and Printing” to Printers and Software”. All agreed with the idea
of these changes, and this will be brought to the next Library Faculty meeting as a consent agenda item.

6. Announcements:

   Jeff announced that the E-Team ListServ (ETEAM-L) is not working, and he confirmed that no one has been receiving the messages he has shared on it. He is working with Savitri to get it working, and those of us who are on the List may receive a large number of old messages about various databases roll-outs and changes.

   No other announcements were made. The meeting was adjourned at 4pm.