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# Public Services Work Team Essence Notes

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## **Public Services Work Team Meeting March 26, 2018**

**Patron Survey:** All shifts are getting samples. The survey is going smoothly. So far, Access and RSD have obtained an impressive 250 samples. This is four times the number obtained in the whole cycle last year. Leslie has taken a quick look at the results. They are mostly positive, with the main complaints being the familiar not enough group study rooms and inadequate parking.

**Print Slips problems:** Alma prints slips for various tasks of CRS and Access Services. Something has gone wrong with this process lately. ARC pull slips have been one problem, and sometimes Access gets slips which should have gone to CRS. A particularly disturbing problem is time-sensitive slips concerning new book purchases have turned up weeks later than they should have. Alma listserv traffic indicates it is a national problem. David is working on it.

**Ongoing Reference Books project:** Liaisons have reviewed standing orders, most of which were for non-Reference Collection items. There were minimum changes. Debra ran a spreadsheet for Leslie listing large sets. It is broken down by more than ten volumes and fewer than ten volumes. Some sets are not good candidates for ARC storage; they would be difficult to use if patrons could not view the whole set. Some may be recommended for the stacks but with a shorter loan period than usual. In a discussion of what to do with old print indexes, it was mentioned that de-duplicating with Lane should be taken into account.

Under **Announcements**, Michelle and Jessica Garner discussed an inventory project which they are just beginning. The software they are using for this lists six categories of anomalies. It is a scanning process, and the software identifies items which are missing, or in some cases, might have a withdrawn status, among other possibilities. Debra said that her department should receive all of those to determine their correct status. The process and the time interval for withdrawal for lost books was discussed, and Michelle volunteered to head a search project to begin just as summer semester is beginning to track down all books reported missing during the previous academic year. That should be the time when the most books are on the shelves and personnel are available for searching.