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Public Services Work Team Essence Notes

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Public Services Meeting, Dec 4, 2017

Comments, Questions from the Front Lines

Leslie Haas is now co-chair with Jessica Garner.

Q: Is the reduction in print subscriptions having any impact on the public? A: Only that some instructors ask students to find print journals.

Q: I get questions about how to make ARC requests, GIL Express requests, and ILL requests. Could we make tutorials about them? A: That might be a good job for Rebecca Honeycutt. She is full time now. She could work with Access. She'll check with Jessica Garner. Jeff has a template.

Room reservations:

Jessica G: We are reserving the Graduate Study Rooms on Libcal now. We are adding the information ourselves because the software cannot separate eligible graduate students from undergraduates. This allows us to enforce our use policies which are designed to maximize the use of the rooms to the most people. This is going well.

Classrooms for overflow: We are opening rooms 1300 and 1308 at seven each night to accommodate heavy computer use. Exceptions are made for times already reserved, although Ruth added that reservations are discouraged for these two weeks. We are booking the rooms so no one else can book them. Tony agreed that the last two weeks of the semester (including finals week) is the appropriate time to open them.

Q: What are the guidelines for the reserving of 1300 and 1308 at other times of the semester?
A: Recognized student groups are allowed to reserve, but only with their sponsor's permission. The reservations are done on 25 Live software, and students should get a confirmation before assuming they have booked the room. Community and groups of students not in a recognized group are not eligible.

There was discussion of a tutor who is reserving classrooms for paid tutoring. Bede explained that was not allowed by University policy.

Ruth noted that there is a new version of Libcal. Among its advantages is you can add your library's calendar and not have to manually do it day by day. Jessica and Ruth were both ready to start a trial, probably next week or soon after.

Holds and Recalls (Jessica G): Access is using the Hold and Recall process for both holds/recalls and searches for missing materials. Both generate a report which Access personnel work from. On the missing items, after three people have searched, the item is

declared missing. Jessica and Debra Skinner are going to work on the process by which a missing item is withdrawn from the collection.

When a patron makes a recall request, it is best to encourage them to also make a GIL Express or ILL request for the same item. That way they can use whichever of the two comes in the quickest.

Makerspace (Leslie): The furniture will arrive December 15. There will be tables arranged in a cloverleaf pattern. Makerspace kits of supplies will be assembled and checked out for in-house use from the Checkout Desk.

Weeding of the Reference Collection (Leslie): The liaisons are starting this and will work on it for the next few weeks. Books are to be sorted in three categories: leave in collection, move to stacks, or withdraw.

Fire Extinguisher Training (Clement): There will be fire extinguisher training at 9:30 the morning of the Holiday Lunch, December 18. It will be at the NeSmith Lane Conference Center. Lane Library people are invited this year too.

Furniture, especially wooden chairs. There are a number of broken wooden chairs around the building. When you come across one, take it to the first floor near the ARC entrance.

Building temperatures: There are thermostats around the building which can be adjusted up or down 2 degrees. Lee Davis can do more adjusting remotely from Physical Plant. He gets a report of temperatures from different areas of the building.