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Online Resources and Services Work Team Meeting Notes

Lisa Smith

Georgia Southern University, lsmith@georgiasouthern.edu

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Online Resources and Services Meeting Notes

July 24, 2017, 3:00 p.m., Conference Room

Attendees: L. Smith, J. Minihan, C. Waugh, C. Lau, D. Skinner, R. Ziegler, G. Vaughan, and J. Mortimore

1. **Comments/questions/concerns/victories from the frontlines--None**
2. **Tips for navigating the new GIL Find (Primo) interface (Jeff)**
 - 1) To obtain search results for everything in Primo, search 01g* (zero, one, lower case g and star). All formats are included in these results.
 - 2) For results of journal titles, the 246 and 130 fields will only be displayed in the detailed records tab, not in the brief display.
 - 3) For records with call numbers, the parentheses around the called numbers will become invisible on a white background. Patrons found the parentheses confusing. The call numbers will be bolded as well for better readability.
 - 4) When patrons place a hold on an item, the current language says, “Your place in the que is 0”, which is confusing. This will change to, There are “X” people in front of your request” so that the patron is clear on how many people are ahead of their request for an item.
 - 5) Get it—a change in the directions concerning “Get It” is forthcoming. It will say, “To request this item from another library, click Sign in for more options. Having problems? Contact the Library”, *instead of contact the staff*.
 - 6) View it vs. Get It: Fred asked the E-team about providing some additional description so patrons will know which on to choose and what to expect by choosing these options. Jeff reported that the OPAC Work Team is considering changing “View it” to “View Online”. They would like feedback on this possible re-wording. We agreed that it would help patrons distinguish between expecting to access and item online. “Get it” is attached to several other options, including borrowing via Gil-Express or purchasing an item.
 - 7) “More Libraries” will change to “Other USG Libraries/Gil-Express Request to help avoid confusion for students whose institution has multiple libraries.
3. **How to report issues with GIL Find (e.g. suggested terminology)** Jeff asked that all issues/problems with GIL-Find be submitted to the E-team. Please provide the permalink to the record (go to actions, permalink, copy/paste link), the tab in which you discovered the issue (view it, get it, detailed record, etc.), and the electronic collection it belongs, if applicable. These details will help the E-team investigate the issue more efficiently.
4. **Announcements:** None.

The meeting was adjourned at 3:55p.m.

