

Public Services Steering Committee  
November 19, 2003  
Notes from the Meeting

1. Reports and Announcements

Rich noted that a representative from CSA has been in touch with John Ingram about a training session on Refworks in early December. Shelley Arlen has been asked to coordinate this. This is a VERY bad time for training for Public Services staff. Can it be moved to January?

The issue of meeting places for Division meetings beginning in January was raised. Carol will schedule PSC for the Smathers conference room and PSSC and smaller meetings in smaller meeting rooms in Smathers. It would be useful to have a policy statement about use of meeting space given the small availability of such space.

2. Book Drops

There was a lengthy discussion of this problematic service issue. The libraries have approval to re-locate the Library West outdoor book drop to Buckman Drive near University Ave. after the construction fence around Library West is erected. The indoor drop will move to Smathers Library. There is great concern about who will monitor and empty the book drops. (And, there is not a good solution to the question of what vehicle will be used for the outdoor drop emptying since neither staff nor vehicle can be readily identified.) The book drop issue is especially troublesome for the month of December when so many projects are in progress – projects that are involving staff in overtime work (current periodicals move and exam extended hours). There are no additional staff who can be called in. December 24 – January 2 is the worst time. The new university holiday, the movement of many staff to TEAMS, and the policy of not allowing USPS to work during this period make it virtually impossible to have book drops monitored and emptied.

After lengthy discussion, the following approach seems most feasible.

- Put a sign on the outside book drop indicating that it will not be available after November 30.
- Remove the outside book drop as scheduled. Put a sign in its place indicating that returned items must be taken in to campus libraries.
- Do not put the book drops in new locations until at least January after staff and vehicle have been identified

- Develop stand-up signs and handouts letting borrowers know that the libraries will be closed between December 24 and January 2 and encouraging them to return books next semester unless they are not returning in January.
- Publicize a library amnesty. No fines will be assessed on materials returned to the libraries between January 2 and January 12.
- In Library West leave exterior doors unlocked and interior doors locked so that materials can be returned in the lobby book slot.
- In January, the book drop at the entrance to Library West will move to an area near the entrance of Smathers Library. H&SSS staff will assume responsibility for monitoring and emptying the book drop.
- H&SSS staff will discharge materials returned to Smathers. West and MSL items will be sent via the library delivery service to MSL. All other items will be sent to their owning location.

### 3. DOT Retrieval and Circulation Procedures

Lori distributed a DOT floor plan and list of the number of linear feet of the various collections to be housed there. These demonstrate that the space will be nearly filled without transfer of materials housed in LAD.

Locating specific microforms in response to requests is a challenge because of the number of separate groupings of these material. There was some discussion about how best to staff this area and review the deployment for the future return to the renovated building.

The Circulation Policy group will be discussing several specific issues at its meeting later today.

### 4. Location Changes and Location Displays

Rich distributed a document that shows the work he is doing to revise the catalog displays. The most difficult is going to be the display for Library West periodicals because there is no easy way to let patrons know that current issues are on the first floor of Smathers and many issues may also be available electronically. MSL staff are working on an instruction page – one place where this information could be explained – but there is concern about the many users who don't read these messages. Records could be modified with a note explaining the location of current issues, but it would be necessary to do this on a title by title basis. This may be worth the effort. No decision was made today.

These changes, for the most part, don't require table changes. Rich can submit them on Tuesday, Thursday, or Sunday but we should alert FCLA in advance.

Agenda Topics not Discussed by Deferred to the Next Meeting on December 3.

- i. Updates on Docutek and Survival Skills Training.
- ii. Planning for loss of holds with STP to Aleph.
- iii. Triage in January?