

**Public Service Steering Committee
Minutes
December 17, 2003**

Members Present: Rich Bennett, Gary Cornwell, Lori Driscoll, Carol Drum, Jan Swanbeck and Carol Turner

1. Moves – Status and Plans

- Shelving for current periodicals is being installed.
- Public area and reference desk from Library West will move to Library East tomorrow.
- Two reader printers will go to Special Collections tomorrow. Fiche to fiche duplicator and microprint reader printer will go to Documents tomorrow. The other four reader printers and possibly the cabinet of supplies will go to MSL after December 24th. Lenses will be kept behind the MSL circulation desk.
- Ready reference, reference reserves, and microfiche binding guides are still located in the Library West public area for reference. Reference staff will move these materials. Materials for storage and with drawl are still located in the reference staff office area in Library West.
- Jan Swanbeck cleared out Sally Cravens office yesterday. There are still pockets of material in the old documents area that will go to storage.
- Carol Drum and Carol Turner are trying to get the microfiche cabinets at MSL moved. Carol Turner will raise this issue with Steve Shorb once again. When A-1 moves the reference and public service areas from Library West they will be moving equipment to Documents. Perhaps A-1 could move the cabinets at MSL at that time.
- The contents of Library West Room 148 will be moved as soon as Bobbie Meng can complete the wiring in MSL Room 107. It may be possible to keep six of the nine tables and numerous chairs that are currently in MSL 107. The 148 rocking chairs can be used at computers and the MSL chairs can be used with everything else. The remaining chairs can be used in the MSL staff lounge. Carol Drum has a couple staff assessing if the furniture in the MSL lounge can be moved around to accommodate meetings as well as staff eating lunch. If the extra three tables in MSL 107 cannot fit in staff lounge then they will have to go to storage. Tomorrow when A-1 moves Access Services to MSL perhaps they can move the tables from Library West 148 to MSL.

2. Record and Catalog Changes

- Tomorrow the reference and video location codes change.

- Friday the catalog header will start displaying a link for the retrieval request form. The link will be directed to a page indicating the form is coming January 2nd. The page will also contain information about the move and renovation/construction. On Friday, January 2nd the retrieval request form link in the header will be directed to the actual retrieval form. Rich Bennett suggested directing the link to an intermediate page to help new users. On New Years day the retrieval request location codes for Library West and storage materials will change.
- Resource Services has begun inserting code into the periodicals record that will display a supplemental note. Donna Alsbury will make the note display starting Tuesday.
- How should the return address notice display in the records of recall materials for Library West? This can be changed in house. How do we want service location codes to read to let people know where to go if they have questions regarding materials that were in Library West but will be picked up from MSL? It was agreed that the service location code should be different than the display for MSL materials. Carol Drum suggested "MSL*." Rich Bennett will ask FCLA to put this into the next table changes.

3. MSL -Triage

- Triage will be held at MSL Monday thru Friday from 8am - 5pm.
- Carol Drum asked if Gary Cornwell's staff could help with triage at MSL. Documents and Resource Services have offered to help during this time.
- Handouts – Carol Turner suggested using the yellow handout entitled "Library West construction is beginning" and a handout about explaining the retrieval form, the retrieval process, and why the form must be used. Carol Turner will ask Barbara Hood to create a retrieval form handout.
- Reference will have staff around Library East Room 100 to assist patrons. Gary Cornwell asked Lori Driscoll if circulation staff could assist reference staff with circulation functions during the first week of classes. Carol Turner suggested that reference staff review authentication documentation in the circulation manual and that perhaps a branch staff member could help. A cheat sheet is needed for the circulation duties that reference staff will have to do. Carol Turner will talk with Shelley Arlen about the need for Collection Management staff to learn some circulation functions.

4. Retrieval Process

- Carol Turner will talk to Steve Shorb about the wagon not being really workable for book retrieval from the book drop. She will also check on the possibility of getting an electrical device.

- The retrieval form has been put up. It requires the use of the patron's 14-digit ID number. A patron's email and/or phone number is optional. Concern was noted that unaffiliated patrons would not have a 14-digit ID number. Lori Driscoll explained that the 14-digit ID is being used to differentiate between patrons with the same name. Lori Driscoll will talk to Winston about the possibility of the system generating a unique number form submitted. Winston believes the form will be ready to test by 10am this Friday. Carol Turner will send out a message notifying staff that the test form should be available Friday morning. A test run of the retrieval system will be done on Monday. Initially staff will be retrieving from Library West and delivering to MSL.

5. Communication with Users

- Carol Turner met with Barbara Hood, Tom Minton, and Paul Kirk in an attempt to coordinate what is being done in reference to communication with users. Tom has been working on web page containing basic information about where materials are. Tom and LeiLani creating a Web page to inform patrons where study space and computers are available.
- Carol Turner hopes that Paul is working on documentation for browsing by call number. Rich created a detailed tutorial but a more general information handout is needed. Carol Turner will ask Paul about creating some browsing online documentation.
- Barbara Hood working on bookmarks.
- Carol Turner is putting information at Dean of Students office, advising, and Reitz Union.
- It would be optimal for Collection Managers and Public Services staff to visit departments.
- Carol Turner will ask Barbara Hood to design a comment card to be kept at the Public Service desks. Carol Turner will gladly respond to the comment cards as well as to feedback received through other venues (i.e. email).

6. Instruction Plans

- Staff that are conducting orientations and doing instruction should include information about the retrieval form and form.

7. E-Reserves Plans

- Going well. There is a training session tomorrow. Reserve staff have been meeting twice a week. Some professors that came to the first training session are setting up classes.