Public Service Steering Committee  
Minutes  
January 7, 2004

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

1. Dissertations

- Dissertations are located in LAD, Paged, and in the open stacks (these will go to DOT). Given that there are 25 empty shelves in Paged, Gary Cornwell suggested that dissertations ranging from 1994 till present be moved to Paged. Gary will check with Cathy Mook about sending newly submitted dissertations to Reference once processed.

2. ERes

- Rich Bennett sent questions about ERes to Lori Driscoll. She forwarded the questions to the ERes group for feedback. She has not received a response. Rich’s concern is that the page currently says “Eres Fall Pilot Project.” Since Web LUIS is not being used anymore the link should go straight to the ERes page.
- Carol Turner will check with Jana Ronan about ERes faculty documentation.

3. Retrieval

Request Form

- A lot of retrieval requests are coming in for non-West material. Some suggestions were made to make the form more useful:
  - The retrieval form link in the catalog header should be directed to an intermediate page that clearly states the form should only be used for Library West materials.
  - The location field could be changed to make the user select a location and only have Library West as a location.
  - Call number field could be made only cut/paste. A “tip of the day” could be included on the intermediate page to inform users about what problems are being experienced. For instance, what happens when patrons do not use the cut and paste function to insert the call number.
- Systems is creating a different version of the retrieval form for users that do not use IE.
Retrieval Process

- Calls received about whether materials that have been requested are in at MSL can be referred to MSL reference desk. This should not be broadcasted to the public, only staff. A system has not been put in place for notifying patrons when some or all of the requested materials cannot be found. It is most important to contact patrons about requests where nothing can be located. Carol Drum and Jan Swanbeck offered staff to help contact these patrons.
- Lori Driscoll asked that staff be notified that retrieval over the weekend will not be optimum.
- Concern was expressed that out of town patrons may come to the libraries on the weekends unaware that materials are in storage. A lot of these patrons will probably be genealogists. Mary Singley can send a notice to the genealogists list suggesting that they request materials before visiting campus.

Microfiche

- A patron (who had not competed a retrieval form) was sent from Library East to MSL to get the Independent Alligator on microfilm. Dee Hawes (because of the impression she was under) sent microfiche to Page Harper for copying. If microfiche is used in-house it should not be duplicated. Historically microfilm has only been used in-house except for some allowances made for faculty. It was decided that Rich Bennett would set up microform location codes to allow for circulation. This change should take place on Tuesday, January 27th. Discussed allowing for a 3-week loan period for all patron categories. There will be no limit per request for in-house use. The microfiche is taking longer then the regular retrieval process. The possibility of moving nine cabinets (newspapers) to MSL and two cabinets (census) to Documents was discussed.

Routing

- When materials that were West materials are discharged at East staff do not receive a route to MSL message. On the routing slip there is a location that says Library West Storage so they are being sent to storage. The driver comes by and picks these returns up because East is receiving about a book truck a day. Is it OK to say Library West storage?
- Science Library * was used as the AA Service Unit name so that if a patron did a recall or hold on West materials the system would generate that location as where they should pick requested materials. This has caused a lot of confusion with staff because they do not realize that Science Library* indicates
and all of these materials being sent to MSL instead of going to West. Rich Bennett will change the AA Service Unit (Library West) name to Science Library (HSSL). It was decided that the hardcopy notifications that go to patrons could be changed by hand to make it clearer to patrons where to pick up requested materials. Carol Turner will send out notification to all library staff that there will be changes on the January 27th.

- If an item is on hold someone else who wants it cannot recall it from that record.
- Lori Driscoll will create procedures for using the red and blue mail bins for storage materials.

4. Moves

- Equipment from Library West 148 has been moved to MSL 107 however it will not be hooked up for the class scheduled in there tomorrow. The back two tables will be moved out of MSL Room 107 and replaced with a couple rows of chairs.
- Thanks to Denise Bennett and Paul Kirk for helping to move equipment into MSL 107.

5. Other

- Paul Kirk is putting together a training session for grad students. He is also trying to work with Peter McKay on getting Collection Managers to visit their respective departments.
- John Ashcraft resigned and his last day will be January 21st.
- MSL hired a new staff member, Laurie Brennan.