

Public Services Council Meeting
Friday, December 14, 2001
9:00 – noon, AV 27

Present: Burnam, Carter Peoples, Clarke, Della Lana, Derr, Green, He, Holliger, Wiers, Zavar

I. Announcements and General Information Sharing

A. Head of Public Services report (Tom)

- Science move (Tom) -- various details and coordination including the fact that the copier was still at the old building
- Information Systems -- frustrations continue with most librarians concerning the lack of good service
- Library staff (Tom) -- commendation for librarians and appreciation of continued cooperation and service. Tom has several evaluations in progress
- Information Literacy (Tom) -- report that students have been making inroads to the librarian and requesting personal help
- Website (Tom) -- pictures are now on display as well as other information for student and faculty use; considerable time has been taken to post various items
- Student comments (Tom) -- these are increasing in frequency, including several comments of an unusual nature
- Millennium Computer Project (Tom) -- continues to be time-consuming in the various details required as well as continual problems with Information Systems; scholar workstations and other issues are involved. One idea (Danielle, Deb) to hold a pizza party with library personnel and Information Systems in an open forum in an attempt to iron out any problems, ensuring the Millennium Project go forward smoothly. Another perspective (Paul) reminded us that our problems are not unique to OWU. Discussion ensued as to possible methods in which to handle this scenario; the Kensington lock system will be installed for security
- T1 and connectivity (Deb and others)—discussion of the current state of the connectivity; network and related issues
- Trustee Report (Tom)—in lieu of activity report; (Danielle) InfoLit statistics needed, also ERes statistics needed
- Refreshments to be available because of reading day and finals week

B. AV 27 teaching station enhancement (Chuck)

- Keyboard is now wireless: easier to use and even can be used up to 100 feet distant from hard drive; various other features
- Track lighting illuminates the workstation
- Optical Mouse now available
- AV 27 room features

II. Services issues

A. Circ Desk problem incident (Tom, Bernard) -- it was reported that a faculty member seeking help was given no help from the student worker at the circulation desk; the faculty member noticed food and deck of cards; no adult was present in the library as this was during the weekend; the faculty member left the library unassisted

B. Photocopy machines issues (Danielle) -- various continued problems such as often students have no change and the OneCard has no cards; (Bernard) -- toner unavailability

C. Computer problems (Tom & others)

- Scholar workstations—two now identified for database use only; here students can perform research
- two new workstations will be added to OPAC area with only a browser and Adobe Acrobat installed (no word processing, etc.)
- PowerPoint software, old versions of Acrobat are still present at certain workstations
- a student was not able to copy to a disc with the security intact as it is necessary to take off security first in order to save documents
- it was reported a monitor died when a student was working on a project: illustrates continues problems with OmniTech hardware
- possibly more printers are needed as the few that are present are overworked: 4 computers with one printer
- Profile computer models have been ordered for circ desks, 2 main floor OPACs, periodicals OPAC and Beeghly Reference Desk.
- it was suggested that it would be a good idea to begin Spring Semester with no out-of-order signs!
- Security—a) login b) rollback available with XP (which will remove any programs which may have been added during the day)
- Chuck has created a disc-image CD which he uses to wipe out anything which may have been added by students
- CONSORT-text version will be continue to be available for staff in offices; the web version has limitations which text version does not have; these problems must be reported to Xudong and copied to Tom;

III. OhioLINK Reference Conference report (Paul, Tom)

Paul and Tom attended a reference conference sponsored by the Web Reference Subcommittee introducing Chat Reference Service (200 attendees). The WRS is a subcommittee of the OhioLINK User Services Committee. OhioLINK has reported this software has been purchased, beta testing scheduled for next Spring; training for librarians will follow; institutional participation is not required; discussion as to whether or not OWU needs Chat Reference. To note:

- Chat Reference is for participating OhioLINK libraries; participation is voluntary
- the Web Reference Committee has done much research and reported various experiences, usage, impact, etc. as to experience on libraries which had used Web Reference and reference, competencies and assessment
- some libraries may want to get involved at the Consortium level
- Chat Reference will not be a 24/7 service, but shorter hours on weekends, etc. as two hour shifts are anticipated with two libraries responsible for each shift
- Paul was able to get a written transcript of a Cleveland service to assist in envisioning the possibilities of scheduling and other working matters
- Chat Reference would feature librarian specialists in such areas as medical, law, music
- librarians should not be sitting on a library reference desk when on Chat Reference duty
- this is an illustration of another place where OhioLINK is on the cutting edge
- further considerations will undoubtedly need to be considered, such as chat software training for the librarians, standard of service, anticipation of types of questions (few ready reference-type questions) and troubleshooting computer software

- necessary to ascertain who is using the service and what kinds of questions are they getting, so as to evaluate the quality of the response
- the driving force is the decline in reference statistics; the Web Reference Subcommittee may view a chat reference service as a way to communicate with library users who prefer that medium and to increase reference statistics through its implementation
- unexpected results at the Bowling Green library statistics in use of chat service – show people inside the library using chat

IV. Tech Services Report (Carol)

- GOBI Select -- Barbara and Joyce are now using GOBI Select, the process of which appears to be progressing on a more rapid turnaround
- The Tech Services rooms will be painted off-white on December 26-28. Furniture will be moved on the 21st in preparation for painting
- update on student workers and their responsibilities during break
- LDR project: 607 local data records have been entered

V. Review Public Services' Goals and Objectives (Tom)

- per Objective Implementation Worksheet (online)
- (Bernard, Chuck, Danielle, Deb, Joy, Marsha, Paul, Tom) items completed and implemented as well as those in process: AV, Circ, CD, GPO, IL, ILL, MUS, Online, OH5, OhioLINK, PSO, REF, SCI

VI. Strategic plan: Public Services needs (Tom)

- per Strategic Plan Handout
- staffing needs:
 - Additional Assistant Chief of Circulation
 - Public Services Librarian
 - Science Librarian's hours increased to full-time
 - PA Specialist
- building needs: Digital classroom
 - Science Initiative
 - new furniture for Beeghly
 - wireless capabilities
 - staff office remodeling
 - GovDocs space improvements
 - regular computer replacements
- resource needs:
 - additional electronic resource funding
 - media and AV equipment funding
 - book funding
 - E-archiving and preservation issues
 - storage

Next meeting, February 15, 2002

submitted by Margie Wiers

