

**Alfred University**  
**All Library Staff Meeting**  
October 12<sup>th</sup>, 2011  
Meeting Opened at 2:07pm

In attendance: Sara Arrasmith, Rosalie Mulhollen, Ellen Bahr, Verna Mullen, Leigh Wright, Linda Sootheran, Mark Smith, Brett Arno, Laurie McFadden, John Hosford, Brian Sullivan, Lois Foxwell, Amanda Criss, Erinnae Baker, Dave Snyder, Bev Crowell, Jane Brown, Sandra Jones, Fang Wan

Mark noted that he was chairing the meeting on behalf of Steve.

**Branding Homework – Laurie McFadden**

Scholes was filled in on Herrick's second workshop, a follow-up to the initial AU Libraries branding workshop, that was designed to determine nearly 60 instances of where Herrick interacts with patrons, called touchpoints. Herrick has been working on the homework for that workshop which is to evaluate each of those touchpoints in a small group to determine the ideal experience and what needs to be done to the current experience to attain the ideal.

She noted that to take on the list of recommendations to improve the current experience would be an overwhelming task, but that Todd will give the libraries a matrix to prioritize the things that the libraries need to work on, based on importance.

It was discussed that many new ideas for improvement had been generated through that process, and that the Herrick staff will be able to hone the list when all of the touchpoint work is consolidated.

It was agreed that it is a very objective type of measure. When comparing something to the brand, it either fits or it does not. It was noted that it is good that the libraries have an environment of people that are willing to take suggestions. It is also good to have a fresh set of eyes, so that things can be evaluated that one might not see.

**Scholes Library's Determination of Identity**

Mark noted that the Scholes staff has been spending a lot more time together than they ever have in order to create objectivity so that co-workers may be able to see things that one might not notice anymore. They also have worked to rediscover the meaning of "special" in "special library," and how to convey that they are different. He explained that so far they had found that the significance of the difference is that they are specialized towards engineering and art. World-wide researchers may visit Scholes for some of their one-of-a-kind items. They took part in a retreat with Susan Curry, a strategic institutional researcher, who helped them to realize that Scholes is the meeting place of art and engineering. Scholes has a unique environment since it's where engineering and science are meeting art. He was concerned that this wasn't manifesting

itself. If some of the energy of the collaboration between scientists and artists was released, Scholes is where that would take place. He feels that their efforts have been fruitful.

There was discussion about how to best keep the libraries relevant and obviously needed while continuing to maintain increasingly seamless access to resources.

### **AU Libraries Collaboration – Digitization Location, Shared Teaching**

Mark is proud of the many areas that the libraries have identified where they can work together and address the needs of different constituent groups. He speculated as to what extent the libraries would present a common interface to patrons, while maintaining their individuality.

It was discussed that it may be beneficial to have a central location for digitization of materials for the institutional repository since the workflow and processes of digitization of materials at both libraries will be nearly the same. Mark also wondered if possibly some of the visual literacy instruction of Scholes could be incorporated into Herrick's literacy programs. He wondered if Scholes could "piggy-back" on some of Herrick's teaching, since Herrick does more teaching than Scholes.

### **Art Books Move**

Mark noted that the art books move is another instance of sharing and cooperation. Verna noted that the art book move is coming along well and that the project is being complete as time allows. Verna also told the staff that they are implementing bookplates that say "Part of the Herrick Collection at Scholes." Laurie thinks this is excellent because the staff will not have to worry about a donor being upset about a book donated to Herrick being at Scholes. Verna also noted that none of the gift information is lost, as the donor information will remain on the books. It was also discussed that the process is being done in such a way that items will not appear in either catalog unless they are ready to be used.

There was some discussion on how often staff are asked why libraries are even useful anymore.

### **Technology Updates**

The conversation was moved to technology updates. There have been many technology issues this semester. Ellen noted that the two libraries are comparing notes on these problems behind the scenes. She and Fang have been meeting with ITS separately, and Ellen has been meeting with them weekly. Ellen noted that progress has been made, and although the problems aren't entirely resolved yet, she has a clear understanding of what they are. Fang is having fewer and fewer students complaining about the connections with the thin clients. Currently, however, the main issues are printing-related.

It was discussed that the libraries are doing well with proactive prevention of frustration among the students with the technology issues. It was decided that it's fairly clear that the libraries are

sympathetic, apologetic, and willing to do what it takes to get the students what they need. Everyone on the library staff takes every opportunity to go above and beyond. It was noted that this does help to mitigate the grumpy mindset of patrons with problems.

Discussion about Papercut refunds ensued.

There was discussion about what can be done to avoid these troubles in the future. Projects need to be implemented earlier with more initial testing and training. Mark suggested having a summit with ITS when they're not swamped to discuss how the libraries and ITS can come to a better common understanding of how to work together to avoid some of these implementation problems in the future.

Bev also noted that when the Toshiba contract is renewed, ITS needs to be involved so that they can collaborate to be sure that the machines will provide the desired functionality in conjunction with in-place technology.

### **Thumbdrives**

Mark noted the acquisition of their new high speed scanner that has many excellent features. He noted that this was the reason for the purchase of the thumbdrives, as the user can scan and save their work directly to a thumbdrive. He noted that Scholes plans to sell them, but Herrick will be giving them to student workers. Scholes will be taxing the income from the thumb drives.

### **Coffee Sales**

Mark informed Herrick that they're just about ready to start selling coffee. They'll be charging \$1, with tax included, and Rosalie will be doing the accounting and making sure that the tax goes to the right place.

For Herrick's progress, Dave is currently choosing a coffee machine. He noted that Herrick will not be charging tax. He also said that he is hoping for organizations to have fundraisers in the café area such as Donuts for Donations or Donuts for Dollars.

### **Institutional Repository Update**

Laurie gave an update on the institutional repository. She, Fang, Rosalie, Aaron Crandall (working part time for practical experience) and Brett are testing the D-space system and hope to start rolling it out in stages within the next month. She commended Brett for his technical go-arounds and his graciousness. She thanked Fang who has been helpful because of her past experience with repositories, and Rosalie for her never-failing enthusiasm.

The meeting was adjourned at 3:33pm.

Respectfully submitted,

Erinnae Baker, Secretary at Herrick Library