

## **Herrick Librarian Meeting**

October 14, 2015

Present: Brian Sullivan, Steve Crandall, Ellen Bahr, Laurie McFadden

**Kanopy Streaming Movie Service:** We discussed the idea of adding Kanopy (patron-driven acquisition model) as an option to our provided services. It has more documentary and educational films than recreational so it wouldn't be a replacement for the DVD collection. We decided to try Kanopy for the year and allocate \$3000. We will continue to purchase DVDs that are requested by patrons, but only if they are not available in Kanopy.

**Room Reservations:** We currently schedule room reservations using Google calendar, which is good since it's free but does present some challenges. The print-outs are hard to read and we don't maintain last minute reservations that come in over the weekend. Ellen suggested we talk with Student Affairs about the reservation system they have and see if Herrick and Scholes could collaborate with them on a product/system. An actual software product would be more costly but an improvement and more efficient. Ellen suggested we think about asking for funding or look for grant opportunities to support a collaborative purchase. It was also suggested that we hang a large sign in the computer lab door to indicate when it is in use for a class. We will also adjust our reservation policy to indicate there's a 2-person minimum for reserving a whole room. Language will be added to our online policy as well as making the "# of people" field a required one in the reservation form.

**DVD Collection Location:** The DVD collection continues to outgrow its allocated space. Various locations in the library have been considered that would allow patrons to select the movie and bring it to the desk instead of bringing the DVD card. There's not room to place the collection under the window wall of the computer lab and installing freestanding shelving would take up too much room. Adding the collection to the end of the general collection would mean another large shift and additional weeding. Brian proposed that in the short term we add shelving to the current location, now that wall space has opened up where the copy machines used to sit. It was agreed to follow up on this idea.

**ITS/Front Desk Merger:** Conversation continues over the concept of combining the library front desk with the ITS Helpdesk. Steve and Patty Crast have had additional discussions; many questions and concerns come out of such an idea. (See list at the end of the minutes). ITS cannot afford to hire additional student workers to keep their desk open beyond 4:30 pm when the full-time staff leave. It's hoped that a solution can be devised to improve access to the campus that will also be a benefit to the library. Various scenarios could be considered: move toward a complete merge, have separate desks on the library's main floor, have a technology person sit at the library desk all the time, train the library student workers to be able to handle low-level IT issues, have an ITS student sit at the front desk nights/weekends with the ITS phone forwarded, etc. Steve will continue to talk with Patty and will involve relevant staff as necessary. It was suggested that evidence be collected to show exactly what types of questions and staffing is needed in the evenings and weekends. Perhaps a campus survey? LibQual? Focus groups? We have some data in LibAnalytics that will show numbers of technology questions asked after 5 pm and on weekends. Overall it was agreed that ITS needs additional funding to cover the cost of increasing their Helpdesk service for more hours per day.

**LibAnalytics Data:** Brian shared a preliminary report from LibAnalytics to illustrate the type of charts and information that can be generated. We will discuss the report at a future joint librarian meeting. The data will be useful for showing year-to-year trends, impacts on liaison roles and staffing, etc.

**PsychBooks:** On Ellen's suggestion, Steve contacted Waldo and was quoted \$2435 to add access to the e-book collection. It would be a separate database, accessible through Summon, and valuable to our psychology programs. It was agreed we would subscribe.

**AURA:** We are now fully transferred to DSpace Direct (a hosted service) for AURA. The “type” fields need to be finalized yet. The Metadata Workgroup continues to discuss metadata issues, standards, policy, and procedures for both AURA and SharedShelf. Future conversations will focus on topics such as adding faculty publications, data management plans, training campus staff to add material, and the preservation of local assets.

**New Chairs:** Steve will use money from the Herrick fund to order 50 new wheeled chairs to replace the black, heavy metal frame chairs that don't have wheels and are hard to move around. Those chairs will be offered to other campus offices.

**Display Case:** Laurie has been working with Alan Littell on a new display case that will showcase items from Special Collections. The case is being made by local woodworker Joe Dosch and will cost \$1600. Alan will pay \$1100 and the library \$500. The case will sit along the wall by the Seminar Room, next to the current case with the Peruvian pots.

**Caroline Littell stone:** A memorial stone for Caroline has recently been placed near the handicap entrance to the library. Laurie suggested the library staff acknowledge it somehow; Steve will get a card for everyone to sign to give to Alan.

Minutes by Laurie McFadden

#### MERGING ITS AND HERRICK DESKS – DISCUSSION TOPICS/CONCERNS SEPTEMBER 2015

- 1) Philosophies – How will we mesh our different philosophies of student worker management? ITS is very hands-on, making sure that the correct information goes out each and every time. The library desk intentionally leaves students on their own, “forcing” them to act independently, build up confidence in their knowledge, and giving them the decision-making responsibility for deciding when to ask for help.
- 2) Differential service – We will need to figure out what service level will be provided at times when Patty and Tonia aren't available. Even if Patty or Tonya is willing to work later, there will be times after they leave for the day when our student workers or Dave will be on their own. Will they do some sort of triage and answer the simpler questions, and then log the harder questions for staff to follow up on the next day? Or will the ITS phone number go to voice mail?
- 3) Current Library Staff members – Dave and Natalie have time serving at the front desk. How will we determine which staff member will be providing oversight for the desk? They will be able to answer as much as a student worker, but they won't have Patty or Tonia's skill set.
- 4) Balance between ITS and Library functions at the combined desk. Does ITS have more questions than the library? Should we compare statistics? How do we make it clear that both functions are available there, and that is isn't just one or the other?
- 5) Staff office space – In our May discussions, we talked about having 3-4 permanent ITS staff out at public desks, at least at times. Is that a critical component? Wondering if it might be too much... How often are Liz and David called into a Help Desk question? Could they be called in from a new office space on the middle floor as opposed to being out on the floor at all times? Can they still have a repair/work space in the current ITS area and be called up for questions if they're working on something and need to be away from their office?

- 6) Benefits of Merged Desks -- Beyond the extra ITS service hours being made available, what are other benefits? Will patrons be significantly happier with a single service point?
- 7) Benefits for the Libraries – How does this plan make the AU Libraries better/stronger? I [Steve] believe that this question comes from concerns about the reduction or loss of identity for the library staff?
- 8) Training – In the short run, will it be possible to train all of Herrick's current student workers to meet the standard of the new combined desk responsibilities? Do we have a good idea of how much of a challenge this will be?