

Arthur Public Services Meeting

July 28, 2009

The Arthur Public Services Committee met July 23, 2009 at Lincoln University in Jefferson City, Missouri. Those attending were: Lucia D'Agostino, Sarah Irwin, Lois Marshall, and Nina Stawski.

Sarah, current Chair of Arthur Public Services, will contact William Woods on the Committee's behalf to extend a message of welcome to a new representative member that William Woods may choose for participation on the Arthur Public Services committee in the upcoming months.

After reviewing the minutes from the last meeting, the committee members were asked to review the Arthur Public Services documents on the MCO web page to make sure that all of the minutes are currently posted. As minutes are now posted through MCO, the Helpdesk staff should be able to answer any questions we may have about e-mailing the documents.

The Arthur Public Services committee has been reviewing and editing the Arthur FAQ. Sarah Irwin put together a working draft of the first set of changes that all members identified. Thanks to Sarah for compiling that document. The committee will go through the FAQ with a fine tooth comb to make sure that both the wording and sections agree and to accurately reflect the way the catalog is structured and currently used. The committee members also hope to tighten up the verbiage so that the instructions are more concise.

The first question is whether the Arthur FAQ should be strictly Arthur related or whether it is appropriate to have some MOBIUS related functions explained. It was decided to retain explanations of a few basic MOBIUS functions; for example, if a search does not yield acceptable results in an Arthur catalog search then an explanation about how the individual may expand their search into the MOBIUS catalog is included.

The second issue has to do with how the Arthur catalog is used. The FAQ was originally set up for the "All Arthur" webpage. However, most individuals searching Arthur and seeking assistance via the FAQ will be doing so through their own institution's Arthur web page which looks different and offers more search options on the main page than the All Arthur catalog which only has the Quick Search box. Committee members need to consider the wording in the FAQ which must reflect whether the patron will likely be in their institution's Arthur catalog or the unscoped "All Arthur" webpac when they want a particular kind of question answered.

There were a couple of questions concerning coding the FAQ that came up. One question was about eliminating some of the blank white spaces in the FAQ. However, the spaces are due to coding issues that affected the document's appearance originally, and would be difficult to modify. A future issue to explore, once the FAQ is newly revised, has to do with coding as well. Will the FAQ be able to be coded such that it can be a collapsing FAQ in the sense that it could have rollover narrative boxes that reveal the answers to questions when your cursor is in the vicinity?

Sarah Irwin will determine the current status of MODOT as an Arthur partner. Do we list six or seven libraries as Arthur members?

It was decided to use a four to five day turnaround time as the amount of time it will take books to arrive after an Arthur or MOBIUS request. It was decided to err on the side of a longer turn around and have patrons be pleasantly surprised if their books arrive sooner.

The committee has decided to reconvene for a special meeting in September to continue editing the FAQ. The next Arthur Public Service Committee meeting will take place on September 4th, 2009, at the Missouri State Library in Jefferson City, Missouri from 2:00 pm-4:00 pm.

The meeting was adjourned at 3:30 PM.

Respectfully submitted,

Nina Stawski
Hugh Stephens Library
Stephens College
1200 E. Broadway, box 2054
Columbia, MO 65215
Phone: (573) 876-7182
Email: nstawski@stephens.edu