

## Arthur Public Service Meeting

October 15, 2008

The Arthur Public Service Committee met October 15, 2008 at the Missouri State Library in Jefferson City, Missouri. Those in attendance were: Lois Marshall, Nina Stawski, Lucia D'Agostino, Sarah Irwin, Barb Davis and Kathryn Barden.

Lois Marshall, new acting committee chairperson, opened the meeting by welcoming new committee members Barb Davis from William Woods and Kathryn Barden from Westminster.

### **Old Business**

Lois opened the floor for Old Business. Nina Stawski brought forward a discussion on WebPAC Pro. Recommendations produced by this committee in 2007 that had not been addressed were discussed. Mentioned specifically was the color differentiation from item record to item record in the search results list that was suggested at the July 19, 2007 meeting of the Arthur Public Service Committee. Seven recommendations were proposed by Arthur Public Services at this meeting, sent to MCO and the Arthur Directors.

**Action Item:** Lois delegated the task of contacting MCO about the status of the catalog changes issued after the July 2007 meeting to Lucia.

Also discussed during Old Business were the MOBIUS delivery issues that Nina brought up at the last meeting. Nina said that the delivery issues at Stephens seem to be resolved. Lois mentioned that the drops have been made so early that at Lincoln that staff have not had time to fill requests.

### **New Business**

In New Business, the issue of INN-Reach log-ins was brought to the table. Currently, there is a lag time from when a library user logs in of 15 to 20 minutes until the system times the user out. The committee did a sample log-in to demonstrate the amount of time it takes for users to be logged out of the system if they do not log themselves out, which resulted in a library user system log-out time of around 20 minutes. Many of the committee members commented that they would like this time shortened to around five minutes to prevent false library patron record viewing and use.

**Action item:** Lois will ask if this topic has been discussed at the Arthur Coordinators Meeting.

The committee discussed the 856 field regarding e-books and other electronic resources such as government documents. The e-book records in the catalog open in the same window, and the committee would like these to open in a second window in the browser.

**Action item:** Lucia will speak with the MCO help desk and ask Nason about possibly getting this issue resolved.

The Arthur FAQ was the last topic of discussion under New Business. Lucia asked the committee in general what we would like to see changed under the general FAQ page for the cluster. Sarah mentioned that the length of the page might intimidate a user, and that general updates might be in line. The reserves section was mentioned as something we could cut down, possibly just to those items that are available for loan. The section on special media was also mentioned as something the committee would like to edit.

Kathryn suggested that we should implement rollover answers, which would mean that the answers to the questions would appear as a pop up as the user scrolled over the questions. Lucia stated would we have to check the restrictions on this with our current software.

Other changes suggested were updating the loan period mentioned in the FAQ from 2 to 3 days to get a book to 3 to 4 days, removing the "Click on Display Record" direction under the "How do I renew books?" section, and clarifying the "How many books from other libraries can I have out at one time?" to the MOBIUS level.

Kathryn mentioned that the committee might want to focus on making the page more appealing to users. Lucia mentioned that we should concentrate on clarifying the FAQ for quick retrieval of information. The committee agreed that it should concentrate on making the FAQ standard for Arthur and not specific to one or a couple specific cluster libraries.

**Action item:** The committee will divide the 39 FAQ questions amongst the members to update and clarify. The representative from Columbia College (Lucia) will take questions 1-7, the representative from Lincoln (Lois) will take questions 8-15, the representative from Stephens (Nina) will take questions 16-22, the representative from Westminster (Kathryn) will take questions 23-29, the representative from William Woods will take questions 30-36, and the representative from Missouri State Library (Sarah) will take questions 37-39. Each committee member will send suggested changes to Lois in a Word Document to compile into a draft of the new Arthur FAQ page.

**Action item:** Sarah will contact MCO with changes to the contact information and the addition of new committee members on the Arthur Public Service Committee contact page.

## **News/Individual Library Updates**

Lois said that Lincoln now has a Library commons. She also said that Hill Harper's *Letters to a Young Brother* was the Common Read Committee Book Selection. In other news, Lincoln found a time capsule, and Richard Baxter Foster's descendants have donated letters to the school.

Lucia said that Columbia College sponsored another book talk on *The Whistling Season* by Ivan Doig. She also mentioned construction efforts on campus.

Nina mentioned that Stephens is celebrating its 175<sup>th</sup> anniversary. Stephens College was originally founded as the Columbia Female Academy in 1833.

Barb said the newest thing at William Woods was her! She is getting adjusted to her position and getting more familiar with the university and the library.

Kathryn said that they celebrated Banned Books Week at Westminster. She also said that they are doing a food drive for the holidays.

Sarah mentioned that Danielle Pollack accepted a position in New Mexico and has left her position as Missouri Department of Transportation librarian. She also mentioned that the State Library provided outreach stops at state agency buildings through September in recognition of Library Card Sign-up Month.

The next APS meeting will take place on April 16 at Stephens College from 2:00-4:00 PM.

Meeting adjourned at 4:00 PM.

Respectfully submitted,

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