

March 10, 2005
Arthur Public Services Committee Meeting Minutes

The Public Services Committee met at William Woods University Library in Fulton. Attending this meeting were: Tena Barratt – William Woods, Lois Marshall -- Lincoln University, Lucia D'Agostino – Columbia College, Waheedah Bilal -- Westminster College, Cindy Bassett -- Missouri State Library, and Nina Stawski – Stephens.

Cindy Bassett has notified the committee that she is working on a blog for the use of the Arthur Public Services members.

In the minutes of the last Directors meeting the Directors addressed several issues of concern to both the Arthur Public Services group and the Arthur Coordinators.

The Directors will be requesting that the OCLC number search function be returned to the Arthur Web Pac. Individual libraries wishing to have that function returned to their own Arthur catalog web pages should contact Lynne Edgar.

Likewise, electronic reserves software choice should be left to individual libraries discretion. However, all of the Arthur cluster members have the option of using the Media Manager module in Millennium if they wish to do so.

The Directors agreed to turn on the “Limit to available” function in the Arthur OPAC. The Arthur Public Services committee will contact Nason Throgmorton, the Arthur representative to the MCDAC committee, to respond affirmatively about activating that feature.

There was further discussion about the “Request button.” As a general-purpose response, the Public Services committee felt that, ideally to avoid patron confusion, the Arthur online catalog should match the MOBIUS catalog as closely as possible. Having a grayed out button in the Arthur catalog without a similar function in the MOBIUS catalog was not desirable when trying to give instruction to patrons. In response to the MCDAC committee and to the Directors, the Arthur Public Services committee would support a MOBIUS-wide change with the addition of a “Request button,” but not just for our cluster alone. Additionally, it was suggested that if a MOBIUS-wide change might occur in the future, that perhaps a message or notice to a patron trying to place a request—something like a pop-up window alerting them about why the item is not “requestable” (why the button is “grayed out” when the status says “Available”), should be considered by Innovative.

In the same vein, the Directors have asked that the Public Services committee work on ways to find out if information about non-requestable items can be generated from the loan rules. Non-requestable items are materials or formats that patrons are unable to borrow through online requests (such as DVDs, videos, or CDs), however patrons from your own library can check them out and take them off-site. The committee

members in the group felt that we would need to talk to our technical services personnel about how to use loan rules to generate information about what is “requestable.” We need to better understand the loan rules, (or possibly other catalog features?), to try to find our best options.

Individual libraries may also wish to post policies on their library web pages addressing issues as exemplified by these questions. Can a visiting patron from another library view videos, DVDs or CDs at your institution’s library? Does a patron need to call in advance or make an appointment to do so? Can the visiting patron use your computers or search your databases when visiting? Can they make printouts or photocopies? Also, any policies that your library has about use of subscription databases by “walk-in” patrons from other libraries may also be addressed on the web page.

Cindy Bassett will also contact Nason Throgmorton about possible enhancements for Innovative Interfaces. 1. There are difficulties in explaining adding location code to patron ID number when patrons are trying to request a book. Would it be possible to have an easier solution to ID number plus location code? Perhaps a way in which the computer can match the patron record and location by using a drop down menu or radio/button to choose location? Or perhaps there is an easier solution still. 2. To make Pick Up Anywhere at the Arthur cluster level available and have it match as closely as possible the format in MOBIUS. 3. To have the patron name printed on all of the Arthur cluster transit slips generated when the book is being returned to the Arthur cluster library that loaned the book. (Patron names appear on all Arthur and MOBIUS paging slips, and all MOBIUS transit slips, but only on some Arthur transit slips).

FUTURE PROJECTS

Training tutorials for the OPAC are still a matter of interest to the committee. If there is a link to a training tutorial or tutorials page, it would be nice to have the option of either running through the entire tutorial at once or of choosing to view only a section or chapter at a time. A table of contents or menu would allow choice. One question still up in the air was whether the tutorials should be strictly related the Arthur catalog and its various aspects or whether there should be links to MOBIUS and “public services” related topics as well. Sample topics for a table of contents for Arthur tutorials include: Basic searching in Arthur, constructing a search combining terms (avoiding the phrase “Boolean searching”), keyword vs. subject heading searches, numbers searching, how to interpret your results—how to read a record, marking records, and e-mailing records. Other tutorial topics might include: logging in and saving searches in My Millennium, renewing books, requesting books, and Pick Up Anywhere. If there was an informative well-designed tutorial available then faculty members might choose to assign the OPAC tutorials to their classes and the results from each student could then be sent back to that faculty member for review.

All of the committee members will review the tutorial for learning the library catalog that the University of Missouri, St. Louis Library has for basic searching at

<http://www.umsl.edu/services/libteach/>. The tutorial was designed by Chris Niemeyer who is glad to share his program as long as both he and his institution are credited for it.

The next meeting of this Committee is scheduled for Thursday, May 26, 2005, 2-4 pm. at Columbia College's Library.

Respectfully submitted,
Nina Stawski
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