

September 30, 2004  
Arthur Public Services Committee Meeting Minutes

The Public Services Committee met at Stephens College Library in Columbia. 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.

The committee commented briefly on the look of the new Arthur webpac, the Arthur brochure, and the Arthur FAQ. We appreciated that Jim Dutton commented favorably upon the redesigned web pages to the MOBCE list on 9/3/2004. Also very special thanks go out to Lynne Edgar for her patient tweaking and editing of the web pages.

Cindy Bassett provided an agenda and supplied a journal article entitled, *I’ve gathered a basket of communications and collaboration tools*, by May Chang, in Computers in Libraries, Sept. 2004. The article is meant to be food for thought for committee members in regard to improving communication with each other through blogs, wikis, instant messaging, or other kinds of communication technology. There is the potential for use of one or more of these technologies on a cluster basis or perhaps through something made available through the MCO web page. Certainly some kind of conferencing ability when people are jointly working on viewing, editing or commenting upon documents would be quite handy especially for any cluster wishing to update its online catalog or related web pages as was the case with the recent Arthur redesign.

### **FEATURED LISTS**

The “Featured lists” function was discussed in regard to whether the cluster wished to be able to link to it on the Arthur web pages and if so how the related pages should appear. The activated URL is <http://arthur.missouri.edu/ftlist>. There were a number of questions that the group had for the Site Coordinators. Will there be a way to link only to the lists pertinent to each library or will it be necessary to link to that main list of lists? The Arthur Public Services Committee felt it would be preferable if each library could link only to their respective lists. The Committee is concerned that patrons will be confused and resentful when they see lists of items at participating libraries that they are not able to request, such as CD’s and DVD’s. Is Innovative Interfaces (III) able to limit the list by library? Or can the list be divided up so that each library would have lists linked from the first page of the Featured Lists link? Another question had to do with how the review files are created. Are they only available as a “snapshot in time” or can they be set up to rerun the original query every time a patron wishes to look at the list so that the search is rerun in the database and new information will be included? Can III set this up so that the person links to a query that is rerun and then displays the results rather than the results of a review file run from a dated query?

If the answer to the questions above is “no” and all the Arthur libraries must link to the main menu of collective featured lists then the following items are what the Arthur Public Services committee would wish to see:

The link will appear on the main Arthur search page. The link should appear toward the bottom under the “Other options” bar. The title for the link will be “Selected Materials Lists.” “Selected Materials Lists” was chosen over “Featured Lists” as it was felt that the former title was more descriptive, less obscure, and less “jargony” than the latter.

It was felt that on this web page for featured lists entitled, “Selected Materials Lists,” there should be a brief explanatory note which will read, “Click on a link below to view featured materials from Arthur member libraries.” There was discussion by the Committee as to whether there needs to be a disclaimer, as some items which may say “Available” will, in fact, be non-circulating to patrons outside of that library. There was no agreement about the need for a disclaimer or the wording of a disclaimer at the meeting; however, the topic may be reexamined at the next meeting.

When the web page for the main list of featured lists is pulled up it is recommended that the list be reasonably short, ideally something that one can see on one page. The most important lists (for each library) should appear on the first page of featured lists when it pops up. Perhaps the review file numbers will need to be assigned to each library in order to avoid that problem that may arise where one particular college might have such a long list of featured lists that patrons think, for example, only Columbia College offers featured lists. The Committee would rather that patrons did not have to scroll through too many pages to see the lists that William Woods offers, for example.

The protocol for naming the review files should include the name of the Library producing the list. These lists should also be descriptive of the kind of materials that are in the list for example, “new books”, or “videos and DVDs”, or “English as a second language materials.” Do not use acronyms or other obscure language in naming your review file so that patrons viewing the list will fully understand what is in each separate selected list.

There is currently a bar or heading at the top of the table where the featured lists appear. This area should have the headings changed to read, “Selected Materials Lists” and should say also “Lists” instead of “Entries.” These changes probably have to be addressed by III.

It was felt that when a patron clicks on the link to see a particular list that the circulating status of all items should be made clear for the items in the list.

## **FUTURE PROJECTS**

With the completed Arthur web page redesign, the addition of various links are still being considered by the Committee to improve patron access to information and promote understanding about how to most successfully negotiate and search the database. The FAQ will answer many questions that patrons might have, however, links to online tutorials may be another option to pursue. Committee members are asked to look at their old e-mails for the tutorial samples that Lucia provided previously. There is an excellent set of tutorials in use at UMSL. The author of these tutorials, Chris Niemeyer, encourages others to use them as long as due credit is given to his authorship. The URL for these tutorials is <http://www.umsl.edu/services/libteach/>. Committee members are also asked to search online for other tutorials, which may be of value, for the upcoming meeting.

The next meeting of this Committee is scheduled for Thursday, December 2nd, 2004, 2-4 pm. at Westminster College Library.

Respectfully submitted,  
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