

July 9, 2002.

Notes from the Arthur Public Services meeting.

Present:

Jason Stirnaman (SL), Lois Marshall (LU), Lucia D'Agostino (CC), Tena Barratt (WW), and Nina Stawski (SC). Also in attendance, Connie Bowman. Connie is a Library Practicum student at Columbia College this summer.

The issue of the Arthur cluster faq page was the topic for a majority of the meeting. Lucia brought a list of questions that the Arthur faq may wish to address for its online patrons. The Committee went through the list to decide which questions were important and should be retained. Then committee members also thought of other questions that we hope the faq will be able to answer. This Arthur faq will probably differ from the faqs offered by the other clusters as it will be more customized to Arthur patrons and the kinds of questions that public services staff believe that their patrons routinely ask or would like to know.

A list of the faq questions deemed important was agreed upon. Lucia said that she would edit the list and refine the wording. Then she will send out a draft of the questions to see if other committee members agree with the gist of the questions and the phraseology. After the list is satisfactory then each committee member will be assigned several faq questions to write up.

Other issues involved with the faq include where to link the faq. Would we want to make use of blue help buttons? Can additional blue help buttons be added? Did we wish to use "Help" features at all or was the faq sufficient for our purposes?

Drafts of faq questions that Nina had submitted in advance of the meeting addressing "Requesting books online" and "Renewal procedures" were distributed. These two faq topics will require some minor editing but will be retained.

One feature that committee members were in favor of, especially as it now appears that the faq may be quite lengthy, was a table of contents at the beginning of the faq.

Further discussions continued about the promotional "Arthur" book bag for inclement weather. Nina was had received estimates from two companies

offering custom printing on T-shirt bags and was waiting for an estimate from a third company. The ballpark estimate from most of the companies appeared to be in the \$700. to \$800. dollar range exclusive of shipping for 3000 bags. Lois Marshall had previously gotten an estimate from a company called J.C. Promo in Jefferson City, however, as with many of the T-shirt bags companies, their minimum order was too large for our purposes. Nina will get back to Lucia with the three estimates and will try to see if any of the companies can offer estimates of what shipping would be for 3000 bags.

The rotation schedule for future meetings will be alphabetical by institution name. Columbia College will be hosting the upcoming meeting.

The next Arthur Public Services meeting is scheduled for Tuesday, October 15, from 2:00-4:00, at Columbia College.

Respectfully submitted,
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