Florida State University
Campus Circulation Committee

Patrick Fulton, Chair (Music Library)
Jillyann Sanchez, Vice Chair (Strozier Library)
Robyn Rosasco, Secretary (Maguire Medical Library)

September 9, 2014

Meeting Minutes

10:00 a.m. – 11:00 a.m.

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Members Present
Patrick Fulton, Chair
Monica Bafetti, Leila Gibradze, Erica Heasley, Jon Lutz, Jennifer McKnight, Robyn Rosasco, Jillyann Sanchez, Mike Siriwardena, Jennifer McKnight

Members Absent
Pam Doffek, Jane Driber, Laura Gayle Green, Calvin Holloway, Mackenzie Lightfoot, Sara Nodine, Dan Schoonover, James Waters

Meeting began at 10:05 a.m. in room 1150 at the College of Medicine.

Cross-Training across Campus Libraries

- **Jillyann Sanchez**: Cross-training library personnel would consist of staff going to different libraries to learn about different campus library policies and procedures. Staff would see how each library service/circulation areas are different and would gain a greater understanding of operations and procedures across campus. Before we initiate cross-training, we would like the current staff to visit for a tour and learn a little bit about each library before implementing any programs and expanding across campus.

- **All campus libraries in favor of library staff visiting for a tour of each campus library.**

- **Jenny McKnight**: I think the main purpose for cross-training staff is to allow staff to shadow other library staff in order to provide more accurate answers for logistical and procedural/policies questions for other libraries. A shadowing program would help staff respond to these questions for other libraries by providing understanding through tangible interactions and giving a component of knowledge about each library. Tours would also really help with this, too.

- **Sanchez**: We’re hoping to have our staff visit each library twice: once for day staff, and once for night staff. We want to try and schedule the staff to visit each library’s circulation desk.

- **Fulton**: Rachel (Besara) suggested a liaison system within this committee. The liaison would be the “go to” expert for that library. One person would be the in-depth person for one campus library. Is this in addition to cross-training?

- **Michael Siriwardena, Sanchez**: Before we explore cross-training program options, we would like to have the staff visit each library. If all libraries are interested in these visits/tours, how about starting in the beginning of October?

  - **All**: Agree.

- **Sanchez**: I will send emails to start tours in October and November to see what dates work for each library.

- **Monica Bafetti**: I like the idea, but I’m not sure about the logistics.

- **Fulton**: That would be the benefit of having one person who is the expert in the absence of a library’s circulation management staff.

- **Jon Lutz**: Could the library representatives, as well as each library’s policies and procedures, etc., also be added to the Circulation Committee LibGuide?

- **Leila Gibradze**: Or the group can be emailed a question.

- **Fulton**: But first, we should have everyone visit each library before making big decisions about the cross-training program. Would this be helpful for all libraries?

- **Robyn Rosasco, Erica Heasley**: It would be somewhat useful for the medial library. We don’t see much print circulation, and most of our transactions are items from other libraries (e.g., ILL, LEDS, etc.). Our most circulating collection is the Reserves collection, and the policies and procedures for that are pretty complicated.

- **Lutz**: For our library, our most complicated policies and procedures are fines and our Reserves collection. We’ve recently implemented fines, and we’ve had problems with Reserves items in the past.

- **Fulton**: We’ll start with tours and then see if we need to expand. We’ll track questions we receive about other libraries and see if we have a lot of outside questions and if there is a need for an expanded cross-training program.

- **All campus libraries will track how many questions they receive about other libraries.**

- **Fulton**: After we track the number and types of questions we receive about other campus libraries, we will revisit the topic in December or January to discuss a need for an expanded program.
Recall Notices for Multiple Items Linked to One Bib Record

- **Gibradze**: For some items at Goldstein, we’ve created a quick bib record with several items attached to one record. These are for items like iPads (and other technology). We’ve had some issues with these items. For example, we had one patron who had an iPad out on loan get it recalled by another patron. The patron with the iPad checked out claimed that she never received an email that the item was placed on hold. She found out that it was recalled when she couldn’t renew the iPad even though she never got the recall notice.

- **Siriwardena**: So this is a group of items with different barcodes that are attached to a main record? We’ve had problems with this before. We’ve had to break off each item into its own separate record. Although one item is placed on hold, the group as a whole will be placed on hold in the system. The lack of notice could be a settings change within Aleph. Groups have separate settings from other record types. Aleph doesn’t know how to send a notice for a group, so when an item within a group is placed on hold, no notice is sent. Since Aleph is literal, you might have to set hold settings for media loans. If the media type is a Regular Loan, then holds are already set for that item type. For other item statuses, though, you will have to tell Aleph to send recall notice for that item status.

- **Fulton**: You can set a table up for each item status to send out recall loans for specific items.

- **Siriwardena**: Attaching multiple copies to one bib record works okay for serials, not media items. Talk with Charles (McElroy) or Ruth (Ziegler) to see how to attach copies to the main records.

- **Fulton**: I am wondering if it’s a parameter in the item status itself.

- **Siriwardena**: If you make a full MARC record for it instead of a temporary record that might help.

- **Fulton**: Make a technology item status for these types of items. Then you can modify the table.

Education and Outreach

- **Fulton**: I wanted to talk to the Committee about education and outreach. At the Music Library, we have started to disseminate information through reference kits. Information covered by reference kits range from CV and resume writing, research writing, fair use, etc. These reference kits are on our website. Faculty and TAs can link to our reference kits, as well as download PowerPoint decks, handouts, and assessment tools. Reference kits are published with a Creative Commons license wherein faculty and TAs can alter downloads to create a customized product and use it as their own. Faculty and TAs can download and use materials wholesale and even embed content in BlackBoard. This helps with instruction – for example, our reference kit on fair use can encourage people in our College to request permission to use materials.

- **Rosasco**: Is this a LibGuide on your site?

- **Fulton**: It is not a LibGuide. It’s actually a page on our website with downloadable content. TAs can use without taking a field trip to the library to show students how to use the library. Check it out and see what you think.

- **Siriwardena**: We’ve recently used GoPro and a small camera to film short instructional videos for how to find a book in Strozier Library. It’s a point-of-view video of someone walking through the library and going through the stacks to locate an item. This type of approach where you can actually see the library and witness interactions is appealing for undergraduate students (rather than having a library representative guest lecture in a class and just tell them how to use the library). We also link to LibGuides, but we try to make them as general as possible. This is also useful for long distance users.

- **Fulton**: Yes, we’ve also explored creating short-form videos using Jing, CamStudio, and other desktop capture software.

- **Siriwardena**: We explored creating an in-depth tour of the FSU Libraries website using Jing.

- **Fulton**: This creates personal interaction without having a person physically available all the time.

- **Siriwardena**: If you’re interested in looking at these videos, email Bridgett (Birmingham) or Michelle (Demeter). We’re currently working on one that is not online yet. I can send a link as soon as it’s finished.

- **Lutz**: We would like to jumpstart same walk-through for students.

- **Siriwardena**: We would like to concentrate on services instead of where to find books. I will email it when it is done; it will also be available online.

- **McKnight**: This is great for distance learners and online learners.

- **Fulton**: The only problem we have is getting feedback from faculty. Our faculty is reserved when it comes to giving feedback about library services.

- **Rosasco, Heasley, Lutz**: Medicine and Law faculty are very vocal about giving feedback.

- **Siriwardena**: Some departments are more vocal than others. The instruction team goes out to classrooms and gets feedback that way. We want to provide more options depending on instructor feedback.

- **McKnight**: I also want to suggest “being in their face” about soliciting feedback. It helps them get to know what library services means. When I first started, I went to lectures, and faculty saw my face over and over. They saw what I was telling them about library services was genuine. My students [at Engineering] are using the library. The students become advocates of the library, which helps professors see how the students are using the library and what needs changing in their own curriculum. If I see something that is relevant to professors I know, I will send them emails. I work to break down communication walls.
Changing Circ Committee Meeting Time

- *Siriwardena:* Since Mackenzie has not been able to make the past few meetings due to his schedule, would it be possible to change meeting time? What about Wednesday afternoons?
- *All:* All agree to meet on first Wednesday afternoon [1 PM] of the month instead of first Tuesday morning of the month.

*Meeting adjourned at 10:53 a.m.*

Next meeting will be held Wednesday, October 8 at 1 PM in Goldstein Library.