Extended Hours

We discussed what went well and what needs improvement for next year. Thoughts contributed by staff:

- TS funds for stacks was helpful during the last 2 weeks.
- Scheduling went well—the desk was covered.
- We had a lot of problems with personal property thefts this year. We need to think about what can be done to address this next year.
- UPD was called to the library a few times. When they arrived, they came to the circulation desk and, if the problem had been addressed, they left. We need to ask UPD to make their presence known when they show up; even if the problem has been solved, making their presence known could prevent other problems from coming up.
- In Science, student coverage was okay; most patrons cleared out by the regular closing time; UPD came around once; there was some trouble clearing out the digital workshops—students think that these are user rooms (perhaps additional signage will help with this).
- One student complained about the closing time the Saturday before extended hours began at Science.
- Students liked the Handy Wipes.

Periodicals Shifting

- The periodicals collection is being shifted back in order.
- We have a crew of students working on this through the end of the fiscal year.
- If the shift ends early, we will send the students upstairs to work in the stacks.

New Business

- Are IT folks going to clean the PCs this summer? Kabel will ask Mary Jane and Cathy.
- Laptop circulation was down this semester. We saw 200 fewer laptops circulate this semester over the fall 2008 semester; this is 400 fewer than Spring 2008 semester.
- What's happening with the fax service? We do not have any word on fax service for the libraries. Copy Run is closed for the summer. Barb Stokey will investigate fax services in the area.
- DVD cases and notes: staff have left DVD cases and notes on Barb's desk indicating that a disc is missing; but staff have not updated the notes when the discs have been returned. Barb needs staff to update notes on her desk. Barb had an item like this on her desk and called the patron, but the patron had already returned the item—this is bad customer service and makes the library look bad.
- Damaged Books: we are receiving a lot of returned items that are damaged. Patrons have said that the books were in that condition when they checked them out. We need to use notes to track these damaged books when they go out so that patrons are not held responsible. For now, staff need to place notes in patron records at the time of checkout. The Circulation Council will discuss this at its next meeting.