Reference Committee
July 14, 2011
Present: Chelsea Baker, Patrick Baumann, Dana Belcher, Angie Brunk, Theda Schwing

Discussion Topics:

1. Librarian Photos:
   a. Yearbook photos were sized differently. They should be more uniform.
      1. Dana and Patrick will go to Communications and Marketing to get new photos and have them sent to Angie.

2. Student ID cards:
   a. The card design was approved.
   b. Angie will ask Robert to print 25 cards.
   c. Dana was able to get 25 lanyards.

3. Keyboard and mouse:
   a. We decided that we can use the current keyboard and mouse if needed.

4. Value-Added Service:
   a. What do we do if patrons ask to borrow a flash drive?
      1. Having a flash drive is the patron’s responsibility, but if there has been one at the Reference Desk for an extended period of time and not claimed, it is ok to give it away.
   b. What do we do if a student asks for a librarian to proctor an exam?
      1. We do not proctor as a service, however it is up to the individual librarian to choose to do it or not.
      2. Students can should be referred to the Academic Advising Office for proctoring.

5. “Cell phone” cards:
   a. It is a good idea to have situational cards to hand to patrons politely asking them to take their cell phone conversations to appropriate areas (i.e., outside or the Group Study Room).
      1. For what situations would cards work best?
         a. Cell phone
         b. Porn
      2. Chelsea and Angie will work on samples and bring them back to the group.

6. WebEx:
   a. It is worth investigating conferencing software to help patrons remotely.
   b. Angie will investigate.

7. Reference Cards:
   a. Remember that cards are counted by semester.

8. Reference Schedules:
   a. Dana requested that intersession and fall reference schedules be posted soon.
   b. Get your schedules to Angie by tomorrow (July 15th).
Next Meeting:

August 25th.

Action Items:

Angie:

- Ask Robert to print 25 student ID cards. (8-25-11)
- Investigate conferencing software. (8-25-11)
- Post intersession and fall reference schedules. (before she leaves for vacation)

Angie and Chelsea:

- Put together sample action cards. (cell-phone and porn, 8-25-11)

Dana and Patrick:

- Get new photos. (7-18-11)
Reference Committee  
September 15, 2011  
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing

Discussion Topics:

1. Value-Added Service:  
   a. Excel Help  
      1. Like with other questions, help patrons out with software for as long as needed  
      2. It’s okay to tell patrons that you don’t know how to do something and then direct them to someone who does  
   b. Logging on with a student’s password  
      1. If a student is comfortable giving their password out over the phone, that is their decision  
         a. If comfortable with this, this can be an option for over-the-phone problems with Blackboard  
         b. If not comfortable logging in as the student, direct students to their professor if Blackboard has download issues, etc.  
            a. Blackboard issues are not Renee’s problem – don’t direct students to her!  

2. People Walking Behind the Reference Desk  
   a. If this is a nuisance, for the time being use book carts to block the aisle.  
      1. If it becomes a nuisance for the majority of librarians, we will revisit the issue and come up with a more permanent fix.  

3. Staff Members Working Reference  
   a. Jeannine would like more reference training  
      1. We need to have make sure staff who work reference have the same amount of training that new librarians get, including:  
         a. Reference etiquette (cell phones, reading, listening to music, etc.)  
         b. Sitting with the Reference Librarian for several shifts  
         c. Receiving group emails about questions/assignments that affect the reference desk

Next Meeting:  
September 29th

Action Items:

Angie:  
- Investigate conferencing software. (8-25-11)

Angie and Chelsea:  
- Put together sample action cards. (cell-phone and porn, 8-25-11)
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Discussion Topics:

1. The action card for cell phones was approved with the understanding that we do not have to tell the patron to go outside.
   a. Use your judgment when telling a patron to step into the Group Study Room. It is not completely sound-proof.
2. We should also have an action card for loud music.
3. We decided against having a card for pornographic web sites.
4. Jeannine will begin more extensive reference training.
5. Eating at work:
   a. Student workers have designated areas for eating while at work, and should not eat at public service desks.
   b. It is understood that librarians can work long as well as odd hours and may need to eat something at work. Eating at the Reference Desk is permissible, but please be courteous and clean up any crumbs or trash.

Action Items:

Angie:

• Investigate conferencing software. (8-25-11)
• Investigate pricing for cell phone booths. (10-13-11)

Angie and Chelsea:

• Put together sample action card for loud music. (10-13-11)

Next Meeting:

October 13th
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Discussion Topics:

1. Conferencing Software for the Reference Desk:
   a. Angie has not spoken to Ben about using Wimba for reference. That is the next step.
   b. Angie found Yuuguu software that would only cost $99 per year.

2. Action cards:
   a. Action cards for cell phones and loud music are finished.
   b. Angie was not able to get pricing for cell phone booths.

3. Training with Jeannine:
   a. Angie has met with Jeannine once for training on resources.
   b. Angie will report back regularly on the training progress.

Value-Added Service

1. What should we do if community patrons from out of town call wanting access to materials that require permissions?
   a. Some things could be interlibrary loaned.
      i. We need to clarify what our licensing agreements say. Some materials may be allowed to go through interlibrary loan while other may not. Dana will look into this.
   b. If the patron does not know what they want, the librarian at reference may have to do a follow-up, since these searches can be rather involved.

2. Is there a protocol for what to do if a patron comes up to us outside of the library?
   a. If it is a reference question, it is acceptable to tell the person that they can contact you at work, or refer them to the reference desk.

3. What is appropriate to tell a patron that comes across to our side of the Reference Desk and tries to take something without asking (e.g., Kleenex)?
   a. We should make boundaries known to the patron. For example, taking the stapler from the other side of the desk is ok, but coming across to our side to grab a Kleenex is not.
   b. We will ask Steelcase if they have some kind of swinging gate to block of the desk area.
Action Items:

Angie:

- Email Dana a request for some kind of swinging gate for the Reference Desk (before the next meeting) so Dana can contact Steelcase.
- Ask Ben about the possibility of using Wimba. (11-3-11)
- Investigate pricing for cell phone booths. (10-13-11)
- Report on Jeannine’s reference training progress. (This will be done at each meeting)

Dana:

- Look into licensing agreements for our electronic resources. (11-3-11)

Next Meeting:

November 3, 2011
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Discussion Topics:

1. Angie has not met with Jeannine since our last meeting.
   a. They should discuss things like:
      i. Appropriate behavior at the Reference Desk
      ii. What to do about cell-phone users (remind her that we have action cards if she feels uncomfortable asking a patron)
      iii. For questions having to do with blackboard, or similar technology-related issues, if none of the librarians are around, it is appropriate to direct those patrons to the help desk.

2. Patrons are having issues with the public scanner.
   a. Patrick will revise the instructions to include screens on:
      i. How to remove the surrounding black space when using the flatbed
      ii. Saving – there is no graphic showing where to click to save a file

3. Ben thought that Wimba could do what we are asking, and will do some additional research.

4. Premade cell phone booths run about $2,500. We decided to not investigate this item further.

5. Implementation of different volume-specific zones (e.g., silent, quiet, and active) was referred back to the Safety Procedures Committee. They will report back to the librarians.

Value-Added Service

None were reported this week.

Action Items:

Angie:
- Set a schedule to meet with Jeannine (11-17-11)
- Report on Jeannine’s reference training progress (This will be done at each meeting)
- Report update on Wimba from Ben (11-17-11)

Dana:
- Contact Steelcase about a swinging gate for the Reference Desk (11-17-11)

Patrick
- Revise scanner instructions -- how to remove the black section of images scanned from the flatbed, add a graphic for clicking on the save button to save a document (12-1-11)
- Meet with Chelsea to discuss checking out headphones from the Audiovisual Department (11-17-11)

**Next Meeting:**

November 17, 2011
Reference Committee  
December 1, 2011

Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Discussion Topics:

1. Angie has met with Jeannine once.
   a. They continued training on databases.
   b. They also talked about some Reference Desk etiquette issues.
   c. Sam has volunteered to cover the reference desk if we really need it, which would have to be approved by Adrianna.
   d. If we consider staff for reference, it has to be very limited.

2. Wimba is changing, so we need to consider whether it will work for our purpose.

3. We will not get any kind of gate or barrier for the Reference Desk. They are too expensive.

4. Acrobat has been installed on the Public Scanning Computer.
   a. Patrick will continue to work on revising the scanning instructions, and put together some instructions for using Acrobat.
   b. Angie will look into buying Photoshop Elements.

5. Timesheets for students working until midnight have to have an ending time of 23:59.

6. New Book Area:
   a. Braille books will be moved over by the oversized books in reference.
   b. We will place the World Book Encyclopedia in the Reference stacks, and discard the Encyclopedia Britannica. We can send it to an area school that needs it.
   c. The proposed New Book stickers were approved.
   d. Patrick will print New Book signs to cover the current ones on the New Book Island.
   e. Angie will design a hanging sign for the area.
   f. Theda and Chelsea will go to Rhynes and Rhodes to look in the catalog for chairs under $500.

Value-Added Service

1. What do you do if a patron asks to print on specialty/heavier stock paper?
   a. It is ok to print one copy to the Public Services printer (using the manual feed tray).
   b. The patron can print a copy to the Circulation Desk and use the photocopier to copy multiple copies.
c. The patron can be referred to Audiovisual (between eight and five). The Audiovisual Department will act similarly in that we can print one copy and direct the patron to the public photocopier.

2. What is our policy on proofing papers?
   a. We do not edit or proof-read papers.
   b. We can help students find the correct resources for helping with citations, but it is appropriate to let students know that they should check with their professors for final approval of citation formatting.

**Action Items:**

All:
- Think of ideas for a new theme for the digital picture frame (Jan, 2012)

Angie:
- Report on Jeannine’s reference training progress (This will be done at each meeting)
- Get the display case moved to the space underneath the buffalo portrait (Jan, 2012)
- Look into Photoshop Elements for the Public Scanning Computer (Jan, 2012)
- Design a hanging sign for the New Book area (Jan, 2012)

Angie and Chelsea:
- Report on the implementation of volume-specific zones (e.g., silent, quiet, and active).

Theda and Chelsea:
- Look at the Rhynes and Rhodes catalog for chairs under $500 (Jan, 2012)

Patrick
- Print New Book sign (Jan, 2012)
- Revise scanner instructions – how to remove the black section of images scanned from the flatbed, add a graphic for clicking on the save button to save a document (Jan, 2012)

**Next Meeting:**

January, 2012
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Discussion Topics:

1. New photos for the digital picture frame:
   a. They should be of liaison faculty members
   b. They can be in the library or in their department
   c. There should be four to five photos
   d. If you cannot get photos of faculty, try to get photos of something representative of the department

2. Late nights at the end of the semester:
   a. We decided to extend morning and evening shifts. Shifts will be:
      i. 8-12, 12-4, 4-8, and 8-12
      ii. If at all possible, we will each cover a morning, afternoon, evening and night shift.

Value-Added Service

1. What do you do if a patron needs help logging onto personal accounts (e.g., online banking, amazon)?
   a. We can try to help them find the log in screen, but cannot go much further than that.

Action Items:

All:
- Report progress on new photos for the digital picture frame. (Feb 9, 2012)

Angie:
- Report on Jeannine’s reference training progress (This will be done at each meeting)
- Look into Photoshop Elements for the Public Scanning Computer (Jan, 2012)
- Design a hanging sign for the New Book area (Jan, 2012)
- Order ten more student name tags from Robert
- Remove books from behind the Reference Desk

Angie and Chelsea:
- Report on the implementation of volume-specific zones (e.g., silent, quiet, and active).

Patrick
• Revise scanner instructions – how to remove the black section of images scanned from the flatbed, add a graphic for clicking on the save button to save a document (Jan, 2012)

Next Meeting:

January 26, 2012
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Agenda:

1. Action Items
2. Value-Added Service
   a. Patrons who ask to use the Reference Computer
3. Jeannine’s Training:
   a. Report on Jeannine’s training with the public scanner
   b. Report on Jeannine’s overview of the differences between ECU and community patron logins (e.g., no MS Office under the community login).

Discussion Topics:

1. Angie is still working on the New Books sign.
2. Angie will order one copy of Photoshop for the Scanning Computer
3. There are still books behind the Reference Desk. They need to be re-shelved.
4. We got protective plastic covers for the student nametags.
5. Jeannine’s training:
   a. Angie and Jeannine have met once since the last meeting.
      i. They have covered additional databases, such as CQ Researcher and POV Reference Center.
      ii. They covered some points of etiquette, such as using headphones at the Reference Desk.
   b. Some possible topics for future training were suggested:
      i. Jeannine could use some training on the public scanner.
      ii. An overview of how the ECU and community logins differ (e.g., no MS Office under the community patron login).
6. Noise zones have been approved.
   a. We need to have signs made. Angie will get the images to Audiovisual to print within the next two weeks.
7. The Patron Responsibilities document has been approved by the librarians, but should be shared with staff, especially staff that interact with the public on a regular basis.

Value-Added Service

1. Printing for patrons on specialty paper:
a. This has already been brought up, but watch for patrons who abuse it.

2. There is a new community patron that prints excessively:
   a. There’s not much we can do unless the patron is violating our computer use policy.

3. Cell phone rules for patrons completing official forms:

4. Making appointments to help patrons outside of normal schedule:
   a. It is up to the librarian if they wish to schedule time to help a patron outside of their work schedule.

5. Patrons who offer pamphlets:
   a. Library staff have the right to refuse any solicitation.
   b. As long as a patron is just handing out information and asking for permission, they won’t be asked to stop.

**Action Items:**

All:
- Liaison photos are due to Angie. (Feb 23, 2012)

Angie:
- Report on Jeannine’s reference training progress (This will be done at each meeting)
  - Report on Jeannine’s training with the scanner.
  - Report on Jeannine’s overview of the differences between ECU and community patron logins (e.g., no MS Office under the community login).
- Design a hanging sign for the New Book area (February 23, 2012)
- Call the Career Development Center and ask if they print resumes for students (February 23, 2012)
- Re-shelve books from behind the Reference Desk (February 23, 2012)
- Get noise zone signs to the Audiovisual Department to print (February 23, 2012)
- Order one copy of Photoshop Elements for the Public Scanning Computer (March 1, 2012)

Patrick:
- Print new version of the scanner instructions in color, and laminate (Feb 23, 2012)
- Print tag with login for scanning computer (Feb 23, 2012)

**Next Meeting:**

February 23, 2012
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

**Agenda:**

1. Action Items
2. Value-Added Service
3. Jeannine’s Training:
   a. Report on Jeannine’s training with the public scanner
   b. Report on Jeannine’s overview of the differences between ECU and community patron logins (e.g., no MS Office under the community login).

**Discussion Topics:**

1. Liaison Photos
   a. Chelsea turned hers in.
2. Angie and Jeannine were unable to meet.
3. Theda and Jolene will order book holders for the Reference Desk and stacks.
4. Dana will order Corel PhotoImpact software for the Reference Desk.
5. Patrick will investigate getting a network connection for the scanning computer.
   a. Until then, we will make a sign saying that a flash drive is required.
6. We will check on what it will take to keep a flash drive at the Circulation Desk.
   a. Instead of buying one, we will check on using ones that students leave behind.
      i. Chelsea will check with Robert Hayes to see if we can keep lost flash drives (they are currently sent to the Information Desk after 30 days).
   b. A barcode can’t be attached to the flash drive, but we can still create a record and keep the barcode at the desk.
      i. Chelsea will ask Jolene how much trouble this would be.
   c. Patrick will check with IT about how to clean/clear a flash drive for public use.
7. We need new signs for the Reference Desk (Angie will do these):
   a. Back in a few minutes
   b. Ask at circ
   c. Extended library hours for finals and dead weeks
**Value-Added Service**

1. What do we do when a student insists on using the Reference Desk computer to print something?
   
   a. It is ok to let students use the Reference Desk computer to print something, but try to limit to times when all the computers are full, or the patron is having trouble printing from one of the public computers.
   
   b. Let the student know that they won’t always be able to use the Reference Desk computer.
   
   c. If the student has forgotten their password, remind them to bring it with them in the future.

2. What do we do when a patron asks our opinion on every little detail of a particular assignment (e.g., Do you like this color? Does this look good here? Should I use this picture?)
   
   a. It is ok to tell the student that certain things have to be up to their own judgment.
   
   b. We can serve as a resource, but we have to be careful not to do students’ assignments for them.
   
   c. To a point, we can use these as teachable moments.

3. What if you see something that a student is doing that is clearly incorrect (e.g., sending an email to a professor with a blank subject line)?
   
   a. Ask the student, “Do you mind if I give you a couple of tips?”
   
   b. If the student does not want assistance or advice, we can’t force it on them.

4. How far should we go in doing searches for students?
   
   a. We should show them how and where to do their own searching.
   
   b. Try to get them away from the Reference Desk by using one of the public computers.
   
   c. You can let other library staff and student workers know so they can disengage you if a patron will not leave.

**Action Items:**

All (except Chelsea):

- Liaison photos are due to Angie. (March 8, 2012)

Angie:

- Report on Jeannine’s reference training progress (This will be done at each meeting)
  
  o Report on Jeannine’s training with the scanner.
• Report on Jeannine’s overview of the differences between ECU and community patron logins (e.g., no MS Office under the community login).
  • Design a hanging sign for the New Book area (March 8, 2012)
  • Call the Career Development Center and ask if they print resumes for students (March 8, 2012)
  • Get noise zone signs to the Audiovisual Department to print (March 8, 2012)
  • Have new signs printed for the Reference Desk
    o Back in a few minutes (March 8, 2012)
    o Ask at the Circulation Desk (March 8, 2012)
    o Extended hours for finals and dead weeks (March 22, 2012)
  • Order one copy of Photoshop Elements for the Public Scanning Computer (March 8, 2012)

Patrick and Chelsea:
  • Make a sign for the scanning computer indicating that a flash drive is required to use it (March 22, 2012 – we will make the sign after we decide on having a public flash drive)

Patrick:
  • Check with IT about getting a network connection at the scanning computer (March 8, 2012)
  • Check with IT about how to clear flash drives that are used by the public (March 8, 2012)

Chelsea:
  • Check with Robert about whether we can legally keep lost flash drives for our own purposes (March 8, 2012)
  • Ask Jolene how much trouble it would be to keep flash drive/s at the Circulation Desk and check them out (March 8, 2012)

Theda:
  • Theda and Jolene will order book holders for reference and stacks (March 8, 2012)

Dana:
  • Dana will order a copy of PhotoImpact for the Reference Desk computer (March 8, 2012)

Next Meeting:
March 8, 2012
Present: Chelsea Baker, Dana Belcher, Angie Brunk, Theda Schwing, Patrick Baumann

Agenda:

1. Action Items
2. Value-Added Service
3. Jeannine’s Training:
   a. Report on Jeannine’s training with the public scanner
   b. Report on Jeannine’s overview of the differences between ECU and community patron logins (e.g., no MS Office under the community login)

Discussion Topics:

1. Liaison Photos
   a. Patrick still has a couple that he needs to transfer to a flash drive.
   b. New photos will be up by March 16.
2. New book sign
   a. Angie, Chelsea, and Theda will decide on a design more closely tied to the collection.
3. Noise zone signs
   a. Patrick will print one of each @ 8.5x11 so they can be discussed at the next librarians’ meeting.
   b. When approved, they can be mounted and placed on walls in corresponding areas
      i. In reference, they can be placed on the brick pillars.
4. The Career Development Center does print resumes for students.
5. The Reference signs are done.
   a. The extended hours sign will be done by April 5.
6. Jeannine’s training
   a. No report
7. Keeping flash drives
   a. Robert is not sure about the legality of keeping flash drives.
      i. He recommended keeping them a semester and trying to contact the owner.
      ii. Jolene does not have a problem keeping flash drives at the Circulation Desk.
         1. The best option is to keep them in plastic bags with a barcode and security date-due sticker attached.
   b. Patrick checked with IT about clearing information from flash drives.
i. They do not have to be formatted like floppy discs did.

ii. They recommended deleting any personal files as well as any start-up software on the flash drive.

c. IT has put a work order in for a network connection by the scanning computer.

8. Book holders are in.

9. We would like for the third floor closet to be more organized.
   a. Patrick will remove electronics.
   b. The Circulation Department will begin to organize display materials and other storage items.

10. Finals/Dead Week reference
    a. We will start with the night shifts and then pencil the rest in
    b. Whoever has the night shift gets first choice of shifts for the following day.
       i. Email Angie your preference of shift to work the day after working a night shift.

11. Whiteboard
    a. Next meeting we will brainstorm ideas for future whiteboard topics.
    b. Patrick will take a picture of the current whiteboard and move the board to the Student Lounge.
    c. Maybe we could have a “Tell Us” banner for whiteboard questions.

12. Signs for the back door
    a. Chelsea did a new hours sign for the back door of the library.

**Value-Added Service**

- None to report

**Action Items:**

All:

- Email Angie with preference of reference shift the day after working a night during finals/dead week (April 5, 2012)
- Think of whiteboard topics for brainstorming (April 5, 2012)

Angie:

- Have new photos on the digital picture frames (March 16, 2012)
- Report on Jeannine’s reference training progress (This will be done at each meeting)
  o Report on Jeannine’s training with the scanner.
Report on Jeannine’s overview of the differences between ECU and community patron logins (e.g., no MS Office under the community login).

- Have new signs printed for the Reference Desk
  - Extended hours for finals and dead weeks (April 5, 2012)
- Order one copy of Photoshop Elements for the Public Scanning Computer (March 8, 2012)

Angie, Theda, and Chelsea:

- Work on a design for the hanging New Books sign (April 5, 2012)

Patrick

- Remove electronics from the 3rd floor storage closet (April 5, 2012)

Patrick and Chelsea:

- Make a sign for the scanning computer indicating that a flash drive is required to use it (April 5, 2012)

**Next Meeting:**

April 5, 2012
Reference Committee
April 5, 2012

Present: DB, AB, TS, PB

Agenda:
1. Action Items
2. Value-Added Service
3. Jeannine’s Training:
   a. Report on Jeannine’s training with PowerPoint slides
   b. Report on Jeannine’s training with helping students who don’t have a topic
4. Reference manual/communication with Jeannine

Discussion Topics:
1. Jeannine’s training:
   a. Angie met with Jeannine and they discussed the difference between student and community logins.
   b. They went over scanning with Acrobat.
   c. Future training might include technical issues, including:
      i. MS Word formatting
      ii. What to do if a computer or monitor won’t come on
      iii. What to do if someone can’t print
2. Angie sent out a suggested reference schedule for finals/dead week.
3. New photos are up on the digital picture frame.
4. New reference signs are out. (except for an extended hours sign)
5. New Book sign is printed but not up yet.
   a. Maybe one of our students can hang it.
6. Photoshop Elements has been purchased. It will be installed on the public scanning computer when we are confident that the computer works properly.
7. Signs are up at the scanning computers prompting patrons to use a flash drive to save documents.
8. Noise zone signs are ready to put up. Angie will put up what we have, and we will decide if we need more.
9. Brainstorm – ideas for whiteboard questions:
   a. What’s your favorite thing to do in the library?
   b. What’s your least favorite thing about the library?
c. What brings you to the library instead of going somewhere else?

d. Which library services do you actually use – and how often?

e. If you don’t use the library, where do you go? Why?
   i. What kinds of information and what purpose?
   ii. Are these sources satisfactory? Why? Why not?

f. What sort of frustrations/time delays are you encountering in finding information?

g. Does asking a librarian save you time with your research problems?

h. What is your preferred method of communication with the library?

i. What kind of library events would you like to see?

j. Maybe we could have games/riddles/puzzles up for students to have fun with.

10. Our next question will be “what do you think of the extended hours?”

11. Do we need a second whiteboard?
   a. Students enjoy using it in the lounge.

12. Should we keep the whiteboard in the lounge when we have questions?
   a. We seemed to get better responses when it was there before.

**Value-Added Service**

- What kind of cell phone use is appropriate for us at the reference desk?
  a. It is important for us to follow our own rules
  b. When we leave the desk, we should be conscious of how long we are away.

**Action Items:**

**Angie:**

- Report on Jeannine’s reference training progress (This will be done at each meeting)
  o Report on Jeannine’s training with printing PowerPoint slides
  o Report on Jeannine’s training helping students who don’t have a topic

- Have new signs printed for the Reference Desk
  o Extended hours for finals and dead weeks (April 5, 2012)

- Contact Adrianna and schedule the next reference meeting around the librarians’ meeting

**Patrick**

- Switch out usb cable on the public scanning computer
- Have PS Elements installed on public scanning computer
Chelsea

- Have someone hang the New Books sign

**Next Meeting:**

To be scheduled
Present: DB, AB, TS, CB, PB

Agenda:

1. Action items
2. Value-added service
3. Jeannine’s Training:
   a. Report on Jeannine’s training with PowerPoint slides
   b. Report on Jeannine’s training with helping students who don’t have a topic
   c. Report on Jeannine’s progress with the training material
4. Reference manual/communication with Jeannine
5. Discuss compilation of value-added service

Discussion Topics:

1. Jeannine’s training:
   a. Jeannine asked for additional reading material on doing reference.
      i. Angie will give Jeannine the book we use for reference training.
   b. Angie will ask Adrianna if we can consider training other staff for reference services
2. Reference signage:
   a. Be conscientious of which sign you use at reference.
      i. For extended absences, use the Ask at Circ. Desk sign.
      ii. Only use the Back in a Few Minutes sign if you plan to be right back.
   b. Old hours sign is still up – Angie will change it.
3. Reference numbers are down this summer:
   a. They are down 30% from five year average.
   b. There have been half the reference questions than there were last year at this time.
      i. Angie will compare question levels.
         1. Is this difference significant because of MS Word-related level 2 questions last year?
         2. Is there a way to get enrollment comparisons?
            a. Is enrollment down?
            b. Are fewer classes being taught?
      ii. Angie will meet with Adrianna to discuss the reference statistics.
4. Value-Added reference service:
   a. Communication needs to be better with Upward Bound.
      i. Dana and Chelsea will check into this by the end of July (Aug 3)
   b. The Circulation Desk does not give change when the Bursar’s Office is open.
      i. We can only accept up to $20 bills
   c. If we are sure that a patron has tobacco, we should ask them to get rid of it.
      i. If they have already spit it out, we should remind the patron that this is a tobacco free environment.

**Action Items:**

Angie:
- Report on Jeannine’s reference training progress (This will be done at each meeting)
  - Report on Jeannine’s training with printing PowerPoint slides
  - Report on Jeannine’s training helping students who don’t have a topic
  - Report on Jeannine’s progress with the training book.
- Put up a new hours sign at the Reference Desk.
- Compare reference question levels
- Meet with Adrianna to discuss the decrease in summer reference questions
- Ask Adrianna about training additional staff to do reference

Patrick
- Have PS Elements installed on public scanning computer

Chelsea and Dana
- Check into communication issues with Upward Bound (Aug 3)

**Next Meeting:**
To be scheduled