RIS Meeting Minutes
8/12 December 2016


Guest 12 December: J. Evans

Absent: J. Barnett, G. Fitzgerald

Welcome: B. Robinson thanked everyone for coming, and B. Thomas for booking room 225.

Preparation for UofM Global
J. Evans requested that we send him, R. Scott, and/or K. Haggerty by noon Wednesday the 14th content describing what services we will provide for the University’s Global (online-only) students, as they need to complete their part of this initiative by Friday the 16th.

Signing up for Desk/Chat hours
Those in and outside the Research and Instructional Services Department expressed very different ideas about the fairest way to allow those in the Reference and Information Services Desk and Chat rotations to sign up for their desired Desk/Chat hours. Bottom line: B. Thomas will soon make the current (Fall) schedule available to everyone with instructions as to how to keep, give up, or indicate willingness to change current hours. Calendars for Maymester and summer school will be made available closer to those times. As we’ll be welcoming new folks into the rotation in the Fall, we will likely start with a blank calendar then.

Strategies for helping off-campus users experiencing accessibility issues (R. Scott [Thursday]; R. Scott and C. Harrington [Monday])
Some of the myriad possible issues and resolutions are reflected in R. Scott’s PowerPoint (attached). Bottom line: Investigate and troubleshoot all you want, but please fill out and submit the Report Resource Access Problem form (home page, Ask-a-Librarian, Report Access Problem) to alert all ERM folks of issues and get help solving them—even if users don’t request a follow-up.

Send broken Libraries webpage links to the Web Team (Lib_sys).

Change in catalog records for electronic resources (R. Scott and C. Harrington)
Previously when users located an electronic resource in the catalog, they would see links to multiple platforms. This was often problematic. Now users see a standardized note and link to the title-specific Serials Solutions page. Click the “University of Memphis Authorized Users - Click to Check Availability” link to open up the Serials Solutions page. Anyone may see this page, but users must authenticate to open a resource. While this requires an extra click for users, it is much easier to maintain. In both Classic Catalog and QuickSearch, “Holdings” indicates physical holdings:
Alternatives for folks who need to use the scanners in the RIS area when folks are at those computers and NOT scanning

Those present agreed that they were comfortable asking people not using the scanners to relocate and/or sending those who need a scanner to the KIC scanner or copiers. Though the copiers did not scan for a while, B. Robinson confirmed that they do now.

Answering tech-related questions when the IT student isn't there: In the interest of user service, if the question is something you can answer, you don't have to wait for the student to return. If you're not sure how to answer, try Googling the issue for ideas.

In addition:
- Those present reviewed and approved with changes L. Sikkink's "RIS Desk Quick Reference & Reminders" sheet. L. Sikkink welcomes additional thoughts about this handy collection of information, which she will put in a drawer at the RIS Desk and add to the Procedures Manual.
- If anyone comes in looking for help from the CWC, please document these requests on the little sheet at the RIS Desk, and call the Educational Support Program offices (2704) to ask if there is writing tutoring available, and if so, where.
- Please remember that extended conversations at the RIS Desk can be distracting to folks working with users at the RIS and Chat computers.
- We close at 8:00 on Thursday the 8th—and that's the last day of Chat. Chatters will be “on call” starting Friday the 9th ’til classes resume January 17th.
- Both the Thursday and Monday groups agreed that removing the first set of wooden study carrels between the Desk and the Assistive Technology Lab was a good idea, as observation suggests that the carrels are rarely used and the chairs there are sometimes obstacles to users making their way to the Assistive Technology Lab. B. Robinson will pursue.
- B. Robinson offered for anyone interested a review of how
  o to check out/in RIS books,
  o the remotes work with the big screens in the RIS area, and
  o to connect a variety of devices to the one in the Fish Bowl. Questions? Casey Parkman in Circulation is a great go-to and said that he was updating the research guide!

Bess Robinson
5 January 2017