RIS Meeting Minutes  
9/13 February 2017


Absent: G. Fitzgerald, B. Thomas, D. Wilder

Guest 9 and 13 February: Shelia Gaines

Welcome: B. Robinson thanked everyone for coming, and introduced Shelia Gaines, Head of Circulation, who shared at both meetings the differences between a Recall, Request/Hold, and Search.

Recall, Request/Hold, Search in a Nutshell:

- **Recall:** When a book is checked out and a user needs it right away, please notify Circulation and request that a recall be placed on the book. The system emails the person that the book is currently checked out to and changes their due date to two weeks from the recall date. Sierra will send the user an email when the book is available. Circulation holds a recalled book for a week for the person who recalled it.
  - **Option:** Order through ILL if needed urgently and we cannot produce it right away. We may be able to buy a second copy if checked out a long time.

- **Request/Hold:** If a book is checked out, a user may request that it be returned.
  - In the catalog, click the Request link; log in; fill out the form—including the deadline date. Sierra will send an email when the book is available. If the book is needed in the next seven days, the user should contact the Libraries. OR
  - Go to the Libraries home page; click About, Forms, Search Recall Hold; and fill out the online form.

  **Note:** We do not pull and hold books/materials like they do at the public library.

- **Search:** When a book that the catalog shows available isn’t where it should be on the shelf, a user may
  - go to the Libraries home page; click About, Forms, Search Recall Hold; and fill out the online form, or
  - just ask at the Circulation Desk.

**Bottom line:** Shelia is happy to answer additional questions.

Collecting Statistics:

- L. Sikkink, who has recently taken over statistics management for RIS, shared what numbers are collected and how they are used so the information we collect can be consistent, correct, and easier to manage and track internally, as well as easier to share with the Administration Office. She reviewed the new RIS Desk Tally Sheet she created and invited discussion and constructive criticism.

- There was considerable discussion of the difference between “Reference” and “Directional/Non-Reference” questions. **From now on:** “Reference” will generally include anything related to the research process—including “directions” for downloading, emailing, etc. “Directional/Non-reference” will generally be anything that’s spatial, like where the Circulation Desk, drinking fountains, and copiers are.

- Please remember: We tallying every question asked, NOT the number of people who appear at the desk.

In addition:

We’ve had questions about transcripts of campaign speeches. L. Brocato offered to add some of these sites to the Communication Research Guide.

The 3 TVs are back (2 in the Sandbox area; one in the Fish Bowl).

Bess Robinson
15 March 2017