RIS Desk/Chat Minutes

10/8/2018 10AM ML 225
In Attendance: Bess Robinson, Perveen Rustomfram, Rachel Scott, Sylverna Ford, Brannen Varner, Ashley Roach-Freiman, Meghan Campbell, Michael Harris, Cathy Dunn, Iesha Williams, Ann Hudson, Chrissy Perry

I. Gerald Chaudron talked about Special Collections new image use policy. Still free for research purposes (providing 300dpi copies), but are charging for use in publications and film. This policy was instituted to cut down on excessive requests for copies by some who were then not even using all of the images requested. Forms for these can be found on the SpecColl site, and while RIS staff can answer basic questions about the use and duplication of images, most should be referred to the website and SpecColl itself.

II. Welcome to Michael Harris in Instruction and Megan Campbell in Government Publications! Also welcome back to Ashley Roach-Freiman in Instruction. Thank you to all who pitched in to pick up while Bess was interim-deaning, especially Perveen, Ashley, and Brannen.

III. Perveen has been trying to clarify the differences in privileges and procedures for all the various type of guest users we have: special privileges, reciprocal borrowers, guests on campus for short-term research/conferences, etc. She is following up with Sheila in circulation about some things and hopefully we will have a consistent procedure in place soon.

IV. New Desk Hours: Bess asked for feedback on the new hours we are staffing the desk. It seems like extra help might be needed during certain shifts, and that some patrons might not be getting help when they need it during the 8-10AM shift that is no longer staffed. It is unclear if the IT workers have been given the information about tracking the number of questions they are getting that are intended for us, or if they know to tell folks that we are available via chat during that time. We’ll analyzing the data soon to determine what further changes might be needed.

V. The Name RIS is confusing since there is another RIS. Please email Bess with suggestions for a new name before the next meeting in November. There may be a prize involved.

10/11/2018 3PM ML 225
In Attendance: Kenny Haggerty, Jim Cole, Gail P. Barton, Lisa Sikkink, Barbara Thomas, Perveen Rustomfram, Bess Robinson, Michael Harris

I. Gerald Chaudron on Special Collections image policy (see I. above), of additional note is that SC will provide images upon receipt of signed form, though invoicing through university will usually take much longer (months in some cases). While copyright of Commercial Appeal is clear (they still control, will are just the repository), the situation of Memphis Press-Scimitar is not as clear, though until we are told differently, we assume it was transferred to us with the collection.

II. Welcome Michael, Megan, and Ashley. Update on Betsy (at home recovering, hopefully back soon).
III. Some additional clarity on privileges for non-UM students and faculty/staff. Of note from Monday meeting: Community users are Memphis and immediate area and local states (including TN, AR, MS, and MO). Reciprocal borrowers include schools in TN, AR, and MS. MALC are essentially covered under the previous two groups, however NOTE that community users (not affiliated with a university) will be issued a card, reciprocal borrowers (those with school ID) will not be issued a card and we will use that ID to find their account in SIERRA.

Conference/visiting researchers are not really questioned, but it would help if we informed entire desk crew about them so we can identify them quickly. Additional note: Kenny is going to try and clean up how the checkout dates are presented on the website.

IV. We are going to pull stats to determine tweaks to coverage (Lisa, Brannen, and Barbara?). Lisa brought up how the evening crew could really use some more back-up during certain hours. Some of the day folks might have to start pulling one night a week to help cover the busier times. Also, the 8-10AM should probably be covered. Also having on-call back-ups for everyone might be in order. Or possibly having extra crew on hand when we know demand will be higher (beginning of semester, midterms, and finals).

V. New ideas for RIS/RIS? Bess already has 3 suggestions, please send in more.