

## **University of Arkansas Libraries, Fayetteville, Arkansas**

Staff Monthly Meeting with the Dean

Tuesday, August 20, 2012

The dean asked for any issues that needed to be dealt with before classes begin next week. None were reported. She noted that the proposed water bottle filling station to replace one of the existing water coolers was not approved, since the project bill was around \$5000.

### **Budget Update**

Judy Ganson reported that she was working through the computer equipment requests with the assistance of Systems, including looking closely at multiple requests for tablets. She asked those persons who submitted requests but had received no reply to contact her to make sure they were included. Campus licenses are being reviewed for the software requests, and staff are getting necessary price quotes.

### **Network Issues**

Judy Ganson noted that Dennis Brewer gave a report on the campus network downtime experienced recently. IT Services installed new server hardware, and the software had a bug that caused problems, then a patch was installed that caused a different problem, but they believe it is all stabilized now and will not crash when classes begin.

In general, the academic environment is heavily targeted by phishing scams. IT Services log about 70 inappropriate responses to phishing emails per month; these cause the entire campus .uark.edu addresses to be blocked, which takes a great deal of effort to resolve. Don't click on the links in these bogus emails. Discuss the seriousness of the issue with new students and how clicking on these phishing emails affects the productivity and stability of the entire campus network. Don't hesitate to send phishing emails to abuse.uark.edu when they make it through the filters. Also, encourage all personnel to use endpoint security protection software, such as Symantec, on their personal computers and laptops. The campus offers such software to personnel for free use at home. The campus IT Services is putting together an information packet to be distributed to all users.

### **Facilities Update**

Sheri Gallaher reported that Facilities staff walked through Mullins to inspect the carpets, resulting in the cleaning of some on Level 2 last weekend when the library was closed, and the proposed cleaning of Level 1 next Saturday when Mullins is also closed. She asked staff to report any spills immediately, as fresh spills are often easy to remove, whereas set stains are difficult or impossible to remove. The exterior and windows have not been cleaned yet. The exterior is supposed to be power-washed before the dedication of the Anderson Building (Vol Walker addition) on September 12.

There is no ramp on the east side entry now for handicap access, book trucks, and deliveries. Persons requiring ramps may enter from the north side of the building only. The dean has asked Facilities to review this situation.

Mullins Library has a new custodial person named Andy, who started today, and is become familiar with our needs.

The Innovative anniversary will be celebrated with a cake party in the lobby on September 12.

Sheri will be out of the office from August 28 – September 9. Contact Brian Curtis with any Facilities issues.

### **New Student Orientation**

Jeff Banks noted the New Employee Orientation for students will be September 4 from 3 to 4:30 p.m. Instead of the old format, the orientation group will tour individual departments, where a department representative will give a brief overview of the department's tasks and functions. This will give the new employees a better idea of how the library operates, both as employees and as students. Department heads are welcome to send employees who are not new on this group tour. Jeff asked for volunteers to be tour guides. The tour will be followed by the traditional ice cream social in the break room. He noted that additional tours of the branches and Law Library will be made on a later date for new employees, and also that additional training sessions will be scheduled.

### **Communications Clearinghouse**

Tim Nutt and Tess Gibson talked about the Communications Clearinghouse. The group has not met on a consistent basis and is not communicating in the way the charge indicates. Last week they both talked with the dean about refocusing the group, with a membership based on function rather than committee chairs, and taking another look at the charge. They asked the staff to consider: 1) Do we need this group? 2) Is it valid? and 3) If so, how should it be changed?

The Communications Clearinghouse was originally envisioned as a committee on committees, and is composed of standing committee chairs. They were charged with finding out what information should be provided to the library as a whole and what is redundant. What are lingering communication issues? What do we need to be doing to help communication in the Libraries?

The dean noted that the original intent of the Communications Clearinghouse was to help people who were working on issues that affected other functions or departments to share information about what they were working on.

Some suggestions by staff are:

- The Communications Clearinghouse could review committee reports and refer issues to other standing committees for action or discussion.
- They could provide a summary of issues discussed in their meetings.
- They could be a catalyst for motivating other committees.
- The other committees could provide agendas to the Communications Clearinghouse, noting what they are working on, current issues, and future projects. The dean noted that it needed to be significant issues that might affect other departments rather than localized projects.
- Each committee chair could designate a reporter from each committee who would provide relevant information to the Tuesday Times. The dean noted that we should not water down the Tuesday Times but make it a communication tool for real issues that will affect us across the organization. It would be helpful to report major decisions or projects.
- The chair should send out the minutes to the entire library on the Listserve with a digest of topics and projects, so interested persons may click through to the full minutes. Our current flaw is that committees do not let people know when minutes are posted. There is a tool on the StaffWeb that you can use to alert you when changes are made to the committee pages, including minutes posted. You can subscribe to alerts for a single committee or several, according to your interests or needs.

In answer to a query, the dean noted that all committees and their charges are posted on the StaffWeb, in addition to membership, documents, and minutes. Please report any errors or updates to Molly Boyd or Kathy Riggle for updating.

Molly Boyd reported that the faculty made two suggestions in their morning meeting with the dean. The group recommended regular reports from committee chairs at a regular time at which everyone was invited to attend, such as the Library Forum, and have reports from the committee chairs followed by a question and answer session, perhaps every two months or once a semester.

It was also suggested that a standing issue of the Tuesday Times would be devoted to reporting committee information. Indicating only that minutes have been posted would not be enough information. Perhaps a digest of working topics, projects or decisions and a link back to the full minutes would be acceptable.

### **Other Issues**

Stacy Kimbrough asked about holding a book sale and was assigned the task of forming a group to look into the state laws and restrictions to determine exactly what was permissible, including the donation to state agencies such as prisons. Gale Simmons noted there is a backserve list on which libraries post surplus items, which she checks daily for items we need.