



August 7, 2013 Ferris Library Advisory Council Meeting Minutes

Chairperson: Scott Garrison

Present: Scott Garrison, Rick Bearden, Leah Monger, Josie VanAvery, Lyle Mourer, David Scott, Bryan Marquardt.

Topics

Cafe logistics – Bryan Marquardt

Bryan noted that the café opening day is August 23 and the scheduled training for his staff will be August 19-22. He added that complimentary drinks will be offered during the week of training to FLITE personnel in order to provide his employees an opportunity to practice making drinks. He also noted that everything is on schedule and details of the café are now on the Dining Services website. He hopes to also have it on the FLITE website soon.

Scott suggested a meeting would be beneficial regarding keys and access to the building. This meeting would include Bryan, Laura Seay, and the BEC group which consists of Lyle, Lingfei, and Josie.

Bryan will pursue a grand opening day with Jim and Jerry.

Action: Josie will set up the meeting with Bryan, Laura, the FLITE BEC Committee and Laurie W. (FLITE Key Keeper).

Book Fines – David Scott

David voiced concerns regarding the book fines. He mentioned that we don't charge overdue fines but once a book is 40 days overdue, the patron is charged a \$20 processing fee and another \$20 non-refundable fee. When the book is returned, the processing fee is reimbursed but the other is not.

Scott opened the floor for discussion as to whether the fee should be lowered or not even charged and if charged, which account would receive the paid fees. Dave and Rick thought the fees damage community relations and create ill will as others agreed and thought the "non-refundable fee" was not appropriate.

It was suggested that the policy be reviewed with the possibility of fee elimination.

Scott requested a copy of the current policy to review.

The current policy is attached with a proposed solution by David which will be reviewed at the next FLAC meeting.

Action: David noted that he will bring a copy of the current policy and a draft of a new policy incorporating the suggestions to the next FLAC meeting.

Guest Library Card Fees – David Scott

David noted that Ferris charges \$10/yr. for a guest library card for local patrons and the BRCL charges \$25/yr. He recommended that FLITE bring their costs more aligned with the BRCL but he needs to research as to whether our guest cards are valid with the BRCL.

Action: David will research with Miriam of the BRCL and bring that information to the next FLAC meeting.

New Faculty Orientation Week Strategy

Scott asked for suggestions as to what he should address to the new faculty for his presentation time during this week. He noted that he would like to discuss SmartSearch and the opportunities provided by the BRCL location in the lower level.

Melinda suggested that he point out our resources that help students such as the extended study area, the study rooms, and the check-out laptops.

Microform Printing/Emailing Service –Money Collection

Scott noted that the lack of user instructions for this equipment and what we do have are very old. The equipment is hard to use and possibly needs to be replaced but the usage report does not justify replacement.

Leah noted that even if we bought new equipment, it will still be difficult for the students. Therefore, our staff would need to be trained on how to use it. Dave concurred and noted that the usage is very minimal and it is quite costly for the usage involved.

Melinda noted that many patrons need the service when the FLITE staff is not around. Melinda suggested placing written instructions at the machine.

Dave suggested that we use our staff to help the patrons if they need assistance.

Rick recommended that we should make improvements and review the result a little later.

Scott noted that he likes the idea of keeping the existing equipment and adding the service of staff provided assistance. The hours would be limited but with a submission in advance, a service could be provided.

Charges for a document delivery function are still being discussed.

Leah noted that it should be a request to be done by staff rather than on-demand and perhaps that request could be done through Illiad.

Lyle asked if we could use Papercut for any charges.

Per the suggestion of Lyle, Rick noted that it is a definite possibility to use Papercut for any charges but Rick also noted that we should move forward with training our staff.

Action: Dave and John will schedule and conduct refresher training for staff and print instructions.

Action: Dave will develop a service model for internal and external fulfillment.

LDAP-Rick Bearden

Rick alerted the group that there are issues regarding the LDAP.

Rick noted the main issue that he and Kriss Tessin found out was that the students will be in one segment and the faculty/staff will be in another. He is working to federate the LDAP (AD directory-Student LDAP connection and Ferris LDAP) so we could search both groups in one step. Rick also noted that we may have to resort to pulling all LDAP data into one place but it would need to be as real-time as possible. Also mentioned was that Novell should be available through fall.

Discussion List for future meetings:

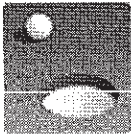
- * assessing how well our organization is working, based on what functions our users need to succeed
- * assessing how our human resources are and should be allocated, including liaison program, committees, organizational structure, etc.
- * filling vacant positions
- * establishing new ways to get user input on the above, and other topics
- * prioritizing facilities repairs, and replacing some furniture and technology
- * prioritizing needs requiring funds
- * assessment of last year's reorganization. What has gone well? What needs to be revisited? What remains unfinished?
- * managing building partner relationships

Other Business/Roundtable

No other business was discussed.

Adjourned at 2:00

**Next Meeting
August 21, 2013, 2:00-3:00 p.m.**



Current and proposed fine/fee for billed items

Scott Garrison, Leah Monger, Rick G Bearden,
David Scott to: Lyle E Mourer Jr, Melinda Isler, Josephine M
VanAvery, Kristen L Motz

08/07/2013 03:46 PM

Current (Copied from web site hence the formatting!)	Proposed
<p>Circulating Collection (books, DVDs, Government Documents)</p> <ul style="list-style-type: none"> • No overdue fines are charged • Overdue material will result in the suspension fo library privileges • On the 40th day, a bill is sent to the Timme Center for Student Services for the cost of the book, the maximum of \$20.00 service charge and the \$20.00 processing fee. • Fines may be paid at the Timme Center for Student Services. Faculty/staff, emeriti and guest fines are to be paid at the library check-out desk. 	<p>No overdue fines are charged Overdue material may result in the suspension of library privileges When a book is more than 40 days overdue, a bill is sent to the Timme Center (business office?) for the cost of the book and a \$30 processing fee. If the item is subsequently returned the replacement cost will be refunded. A \$15 processing fee will remain per transaction. Fines may be paid at the Timme Center. Faculty/staff, emeriti and guests may pay at the library check out desk.</p>

Comment away!

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