

Ask Us 24/7 Advisory Board Meeting Minutes
April 29, 2009, held via WebEx

New QP forms with field options

- Ask Us 24/7 participants will switch over to the new forms during the last week of June
- Jaclyn will email everyone their new link well ahead of time

New form fields. The new forms allow some custom fields, with separate ones for academic vs. public, so the following fields were agreed upon:

- Academic libraries will have a "status" field, with choices of student, faculty, staff, alumni, other
- Public libraries will have a "zip code" field, as well as a custom field called "Your Library," which is a blank text box
- We will not use the "banner" option since it could clutter the screen and the info is already contained in the viewport
- The board will meet again sometime in July to evaluate how the new forms are working

Policies

- Policy 2A (it referred to "shared follow-up" which is an option our group no longer uses) everything that comes after it will be renumbered. (The numbers for the policies below still refer to the original numbers.)
- Policy 4C has a line added about which queues to select for your shifts
- New policy, 4D (the old 4D is renumbered as 4E)
"Answer questions submitted for follow-up in a timely manner, so that questions are answered within 2 working days. Site supervisors should check for questions requiring follow-up each working day. Any questions that need to be referred to another librarian or subject expert should be referred that day."