

## **Adult Services Advisory Council**

May 24, 2006

### **Attendees:**

Jo-Ann Benedetti (UHLS), Jane Minotti (SNLK), Katie Quinn (APLM), MaryTrev Thomas (BETH), Julie Zelman

### **Federated Search:**

Jo-Ann shared information she learned about federated searching. Apparently there is federated search software (such as Web Feat) and clustering software (such as Aquabrowser) . They work in tandem with each other. Jo-Ann has already scheduled Aquabrowser for 10:00 on June 14, and Mary Marshall from Web Feat will be getting back to her.

Jo-Ann also mentioned that WALDO is having a workshop in the fall on federated searching. This would be a good time to find out as much as possible about the technology, as there are potential issues with the software. These include keeping track of statistics, simultaneous users, and libraries within the system having different databases. It was suggested that we use the next year or so to really learn the product before making a decision.

### **Overdrive Update:**

Jo-Ann is going to an Overdrive workshop in Cleveland in July and invited participants. This would be a great chance to get to know the product and to see upcoming enhancements. Adult services librarians should consider going.

### **Databases for 2007**

There was a brief discussion on databases for 2007. The group agreed that the current databases seem to be working well and that we should not keep changing databases every year. Suggest keeping things the way they are, and perhaps ordering more digital books with any leftover monies. Jo-Ann will provide statistics on database usage at the next meeting.

### **Big Read Grant**

There is another call for the Big Read Grant. There are 8 book possibilities: *Fahrenheit 451*; *My Antonia*; *The Great Gatsby*; *A Farewell to Arms*; *Their Eyes Were Watching God*; *To Kill a Mockingbird*; *The Grapes of Wrath*; *The Joy Luck Club*. Jo-Ann has already contacted the NYS Writer's Institute to see if they would partner with us on this grant and we are waiting to hear if they will support the project. UHLS will match the grant funding. The group agreed that we should go with whatever book the Writer's Institute will support.

### **Think and Do**

*Think and Do* is a company that offers DVDs and in-house training workshops on customer service. Jo-Ann said the DVD is short, but very good. She doesn't want to order it for the collection unless people will actually check it out. The group decided it would be a good idea. Having a customer service workshop is also a good idea, but maybe we can get someone less expensive. Julie mentioned Louise Berry from Darien, CT.

Jane Minotti talked about having distributed customer service satisfaction surveys at her library. She received 230+ responses in one month. FactFinders in Albany analyzed the data. She is willing to share the information with anyone who wants it.

### **LifeLinks**

We had a demonstration of LifeLinks which is an interpreting service for the hearing impaired. Although it seemed like a good idea, the group questioned if it would create bandwidth issues, and if people would actually think to go into a library for this service. The Director's Association will have to make the decision.

### **Next Meeting**

June 14<sup>th</sup> at Aquabrowser demo.