

Public Services Board Report
June 2014
Lisa Bailey, Public Services Coordinator

Since the last report in December, the Public Services department has acquired several new pieces of equipment, and also said goodbye to a few, all of which are resulting in better customer service. Our new outdoor AV drop, new ViewScan microfilm machines and a new DVD security system which allowed us to bid farewell to our Express Checkout Stations' DVD unlockers are all features which have both the staff and the public smiling.

Outside, on Kentucky Street, patrons will see a new "Media" drop, next to our outside bookdrop. The former AV bookdrop at that location had multiple problems. It was deep, and the bag into which the items dropped did not rise or fall with the weight. So, when items were at the very bottom of the bookdrop, our shorter staff members were unable to reach those items without practically crawling headfirst into the drop. After experiencing several days this past winter when we could not unlock the drop to access the items that had been dropped in by patrons, our maintenance folks determined that the locks on the box had frozen. After another icy day, we found that moisture had penetrated the box and ruined a number of DVD covers, which our Technical Services staff had to replace.

Our new "Media" drop has a basket that raises and lowers according to how much weight it contains, has a lock that works, and should keep everything dry, if not warm, in the colder months. It looks like a younger sibling of the outside bookdrop. Library staff members who empty the drops report that this new media drop is one of the best things that has happened, and that it makes emptying the outside bookdrops much easier.

Upstairs in the genealogy area, two new ViewScan microfilm machines have replaced the old reader/printers we had been using since 2006. While these machines still functioned, new parts were no longer available for them, and they were very limited in their capabilities. Many of our reels of old microfilmed newspapers (which begin in the 1860's) were very difficult to read on these machines. Lightening the page might enable a patron to read the first paragraph of an article, but a different darkness would be necessary in order to make out the second paragraph. In order to get the best printed copy, multiple prints had to be made, and adjustments made each time. Time, paper, and toner were wasted.

The ViewScan machines have the ability to make illegible microfilm readable. By using the scanner, even the printing of dark pages comes out clear and legible the first time. Images can be manipulated and can also be saved to flash drives. A future development may be that patrons will be able to email microfilm images that they save. Since the arrival of these machines, we have seen patrons work happily at them for over five hours at a time.

The images on the final two pages of this report demonstrate the difference that the new machines make in the printed product. The first image is the best we could make from the old machine. On the second image of the same article, not only is the image clear, but the name and date of the source has been copied onto the same page.

We have parted ways with the DVD unlockers used by patrons checking out DVD's at the Express Checkout Stations in the Children's area, Nonfiction, and at the Circulation desk. In the past, after checking out DVD's, before printing (or not printing) a receipt, the Checkout station would prompt the user to insert the DVD in the unlocker. Frequently, it would not work, and would require library staff intervention. It was a cause of frustration to patrons who were eager to try the self-service mode, but were stymied by a machine which was difficult to use. Patrons would tell us that they would not use the self-service machine if they had DVD's to check out because it was so difficult to manage.

Staff had looked at a new unlocking machine, but the cost on this was prohibitive – approximately \$4,800 per machine, and we needed to purchase five machines. Technical Services staff investigated other options, and a new security option was chosen for DVD's, which would not require the unlocking of the DVD cases. Now, neither the staff nor the public have to worry about unlocking and locking the majority of the cases. This will speed up checkouts and check-in this summer, and will allow us to enable more happy Express Checkout Machine users.

In addition to new and different equipment, the Public Services department also makes adjustments in staffing responsibilities in order to help the library system's Summer Reading Program be successful. Our two library couriers who transport items between libraries and empty the remote bookdrops add a Sunday drive to their usual routine. This gets the items where they need to be faster, and helps to lessen the Monday morning load. We also designate more staff specifically to check-in, and staff to be in the lobby at busy program times to help get patrons' needs seen to quickly. These staff members can direct people to the children's area or nonfiction, assist patrons who already have their library card at the Express Checkout Machine, and can assist patrons who need to register for a card. Our patrons appreciate that we are working to minimize their time in line.

The Summer Reading Program brings many patrons and an increase in circulation to the Hall Library, but its impact on JJGL is huge. Because of this, three Hall Public Services employees will work at JJGL instead of Hall during the busiest JJGL program days. All staff members at both libraries put their best efforts toward making the summer successful, whether it is by cheering for the nine-year old who just got her first library card, helping another staff member who has a really long list of holds to pull, or volunteering to work an extra desk hour.

When our patrons are happy, our staff is happy. These updates in equipment and adjustments to staff responsibilities will allow the Public Services Department to render better, more efficient service to the public, which will be a wonderful thing as we enter the hectic summer months.

than \$3,000,000 on this lake.

MRS. Z. ELLISON PASSES AWAY AT E. COLLIN HOME

**Princeton Woman Was Na-
tive Of Collin County; In
Ill Health For Eight Years;
Funeral Services Held Sun-
day.**

Mrs. Minnie Ellison, wife of Z. Ellison, native of this county, died at the family home, two miles South of Princeton, at 4:00 o'clock Saturday morning, after an illness of about eight years. She was 57 years old.

Funeral services were held at 3:00 o'clock Sunday afternoon at the Princeton Baptist Church, conducted by Rev. J. Milton Great, of McKinney, the Pastor. Burial was made in the Princeton Cemetery with the Massie-Wilson Funeral Home in charge.

Pall-bearers were: S. E. Davis, J. B. Blawengame, W. H. Bates, Alvin McCormick, J. T. West and G. D. Johnson.

The deceased was born February 12, 1861. She had resided in Collin County all of her life. She was a member of the Christian Church, marrying six times. Her first husband, Mr. John, of Princeton, was son, Leon, son of W. T. Tinsley; then grand-son and her husband, Mr. George, son of J. T. Tinsley, of Princeton and also a son of W. T. Tinsley. Her second husband was Mr. J. T. Tinsley, of Princeton.

Printed from the old machine.

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The deceased was born, February 12, 1881. She had resided in Collin County all of her life. She was a member of the Christian Church. Surviving are one daughter, Mrs. Alice Pitts, of Princeton; one son, Leon Ellison of Decatur; three grandchildren and two sisters, as follows: Mrs. A. T. Leake of Princeton and Mrs. T. T. Myrick of Petersburg, Hale County; and one brother, J. W. Chappell of Princeton.