

**MEETING OF FACULTY OFFICERS
WITH CHANCELLOR AND VICE CHANCELLORS**

Wednesday 11 March 1998

AGENDA

- A. Chancellor Richard Eakin's Remarks
- B. Vice Chancellor James Hallock's Remarks
- C. Faculty Officers' Remarks
 - 1. Proposed Computer Use Policy
(see March 24, 1998, Faculty Senate Agenda)
 - 2. Joyner Library (attachment)
 - 3. Augmented Enrollment Services Council
 - 4. Employee Issue Forums
 - 5. Chair of the Faculty Involvement with Board of Trustees
- D. 24 March 1998, Faculty Senate Agenda
- E. Miscellaneous

Subject: FW: computers in reference

Date: Wed, 4 Mar 1998 10:09:24 -0500

From: "Kares, Artemis C." <KARESA@MAIL.ECU.EDU>

To: "Sexauer, Donald R." <SEXAUERD@MAIL.ECU.EDU>

Don,

As you will see from the messages below, computers in reference are not working. I'll forward you another message I sent to the head of systems and Gail yesterday. More of the same.

Artemis

> -----
> From: Kares, Artemis C.
> Sent: Wednesday, March 04, 1998 10:04 AM
> To: Burton, Pamela K.
> Cc: Munde, Gail; Cotter, Mary; Haug, James; Hisle, Susan; Kares,
> Artemis; Lapas, Martha; Lyandres, Natalia; McCracken, Peter; Shouse,
> Daniel; Stanley, Deborah; Williams, Mary; Wolfe, Richard
> Subject: RE: computers in reference
>
> Do you mean training issues for us or patrons? We would welcome
> training to help us understand what is going on and what to expect. I
> think it will be very difficult if not impossible to train users to do
> such things as back out of a cd-rom and keep trying until it works.

> Artemis

>

> -----
> From: Burton, Pamela K.
> Sent: Wednesday, March 04, 1998 8:00 AM
> To: Kares, Artemis C.
> Subject: RE: computers in reference
>

> We will check on these, but many of these are training issues, not
> equipment or software failure. Perhaps we can get together to discuss
> these soon. The seven machines that are down will be looked at this
> morning. Thanks for the information.

> Pam

>

>

>

> -----Original Message-----
> From: Kares, Artemis C.
> Sent: Tuesday, March 03, 1998 6:00 PM
> To: Munde, Gail; Burton, Pamela K.
> Cc: Cotter, Mary; Haug, James; Hisle, Susan; Kares, Artemis;
> Lapas, Martha; Lyandres, Natalia; McCracken, Peter; Shouse, Daniel;
> Stanley, Deborah; Williams, Mary; Wolfe, Richard
> Subject: computers in reference
>

> (If you got part of this message earlier, please excuse the
> error.)
>

> After about two weeks of real improvement with the public
> networked computers in Reference, we are again experiencing a variety

> of problems. Is there any change in circumstances that you know of
> that is causing an increase in problems? .

>
> I walked around the reference room today for two short periods
> and noted these problems:

>
> 7 computers completely down

>
> station 27 gave a "serious program error #20" when patron tried
> to get into Readers' Guide

>
> station 28 gets to online RG and patrons don't know to back out
> and try again

>
> at station 15 patron tried to print from Netscape, got error
> message, then got kicked out

>
> station 12 couldn't get into catalog, later wouldn't print

>
> at various stations Humanites Index kept going to online version
> (also in lab)

>
> at various stations Compact Disclosure does not have search
> function activated; one has to go out and come back in

>
> station 9, catalog won't come up

>
> This will give you some idea of the kinds of things going on.

>
> Also, it would be very useful to have both computers at the
> reference desk similarly configured. One difference I know of is that
> one can only view the print queue at the one on your left when you are
> behind the desk.

>
> Thanks for your help.

>
> Artemis

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