

Summary of Meeting of JRR Staff with Representatives of the Readers Association and
Readers

12 December 2014

Attendees:

JRR Staff: Oren Lev, coordinator of the service desk in the JRR/ORR

Gaia Lembi: Reference librarian in the JRR

Readers: Pinhas Mandel, Dena Ordan, Nadia Zeldes, Cana Werman

Points Raised	Further Discussion	Response by Staff	Potential Solutions
Disarray of books in the collection	The books in the reading room are not in correct order, making their location and use difficult	The staff is aware of the problem. There are regular shelf checks in different sections of the reading room in the morning; sometimes during the day	More shelf checks during the day. Determine which areas are problematic and need more frequent checks
Workers' lack of professional skills	The workers do not have expertise in how the reading rooms are arranged and the "important" materials	Drafting workers with library science backgrounds and/or knowledge of Islam/Judaica is a real challenge. Because of the need for workers, other criteria, such as experience in working with the public, have greater weight	Shor training sessions for workers (both old and new) on how reading rooms are arranged and location of significant materials. Production of a summary power point presentation.
New labels on the books	The new labels are not durable, and also hide important details	The powers that be are aware of the problems that arose during the inventorying of the collections. These problems will be considered in future inventory-taking	Cooperation between the reading room coordinator and the workers carrying out the project

Reorganization of the JRR according to the LOC system	The readers expressed strong objections to switching the system from the current one.	This is not within the purview of the reading room staff. The readers can convey their concerns to the appropriate department	
Name tags	The readers would like to know the names of the staff	Name tags have been ordered	The name tags have arrived
Tours	Educational and other tours that with groups going through the reading room create a disturbance. Can they be moved to early morning?	The hours of the tours depends on the guides and the groups. The recommendation will be that tours be either early or late in the day.	Consultation with the guiding staff
Number tags in the cloakroom	The hard plastic number tags keep getting lost and slips of paper are not a good substitute	This is not within our purview. Our concern will be passed on to the relevant department	
Worker distraction	The workers at the service desk are distracted by reading books, viewing things on the computer, writing papers	This will be discussed with the service desk workers	More personal attention. Guiding the reader to the proper shelf if necessary.
Reference collection	The location of the books from the reference collection is not clear and the information they provide is important, rare, and otherwise unavailable	The reference books will be scattered among the reading rooms and their location will be updated shortly	
Missing journals	Issues/series of journals are missing; perhaps because they are in electronic form	Coordination with the periodicals department to see what can be restored to the reading room.	