

**Public Service Steering Committee
Minutes
April 16, 2003**

Members Present: Rich Bennett, Gary Cornwell, Lori Driscoll, Carol Drum, LeiLani Freund, Jan Swanbeck and Carol Turner

1. Announcements

- Paul Kirk began his permanent employment at MSL on April 9th.
- Martha Hruska and Rich Bennett are meeting with FCLA tomorrow to discuss whether a summer implementation schedule is still possible. FCLA is still having difficulty with some issues that they need ExLibris' help to solve. Rich is going to recommend that another full load be completed prior to implementation.
- Carol Turner spoke with a Docutek representative and received a quote. It appears that we will move ahead with plans to implement Docutek, a program used for e-reserves, prior to implementing the new LMS. The Health Science Center Library and the Law Library have not been responsive to our attempts to involve them in the Docutek process.
- Implementation of SFX and Metalib should proceed with or without the implementation of the new LMS. Rich Bennett and LeiLani Freund are attending a training session meeting about SFX in Tallahassee on April 29th and 30th.

2. Review of PSITC documentation – LeiLani Freund

- The Public Services Information Technology Coordinators [PSITC] have in the last several months been discussing some of the issues surrounding provision of special services on our computers (what we rather generically call "multimedia" functions in our document.) These services require technologies that support video streaming for viewing of online classes, WebCT, interactive exercises and PowerPoint lectures, scanning of images, word processing and spreadsheet capabilities, to name just a few. As we anticipate the creation of an Information Commons as part of the new building project and remodeling of Library West, we need to think about how to make the transition to the all-purpose workstation environment in Library West. An associated concern is how the new services in Library West will impact demand for the same services in other libraries. We also need to consider how we can better accommodate the needs of our patrons now. The Information Commons is still a long way down the road. Then there are the ever-present questions: exactly what technologies are logical extensions of library

services and which do not fit into our developing policies and mission? These are difficult questions and although the PSITC members could not answer all of them, we think we have come up with some options that might constitute an interim plan. We also left several unanswered questions at the end of the report that we feel will need more discussion or policy decisions.

- See link for detailed report ([Multimedia Workstations in Public Areas](#))
- Discussion points made by PSSC after review and discussion of the document.
 - Library computers should support whatever components the UF Portal will support.
 - Headphones will be removed from Library West due to health issues. Students will need to bring their own.
 - Over the summer a mini information commons pilot area will be set up using machines that already have streaming video. Two scanners will also be placed in this area with OCR, Adobe, and Photoshop software. On the remaining machines we will put Office and probably retain streaming video capabilities.
 - It has not been decided if CIRCA will staff the Information Commons in renovated Library West. CIRCA is committed to participating in collaboration with the libraries. CIRCA staffs primarily with students and their labs are closed during a lot of the breaks.
 - We have to look at who we are hiring as librarians as well as support staff and make technical/computer training a component of their position.
 - Barbara Oliver has concerns that scanning may reduce Xerox revenues. Xerox will provide a color printer for the Library West scanning workstations. The increased use of CD burners to save work would also reduce copy revenues. These are issues that we must continue to monitor and discuss.
 - Systems is working on some security issues surrounding CD burners. They are concerned about copyright issues given that library machines will have Microsoft Office and CD burners.
 - We will need to make sure copyright issues get covered in the classes that the library staff teach and that there is adequate signage in all areas.
 - Library personnel will be responsible, as they always have been, for monitoring/enforcing actions that are harmful to the machine. LeiLani pointed out that staff might want guidelines for new, unfamiliar equipment.
 - AFA reports that people tend to spend a long time on scanning activities. If this becomes a problem, we may want to consider time limits on these workstations.

- Technical Coordinators are concerned about the lack of mass storage drives on Library machines. They strongly recommend that the libraries begin purchasing workstations that have CD-R/W drives or add drives to existing workstations.
- Lori Driscoll noted that there were a number of comments on LibQual about the libraries having old computers. These comments could perhaps reflect that the library doesn't currently have CD burners, DVD, and the Office Suite on its computers.
- WebCT doesn't work with the proxy. Systems is looking for an option with email proxy that would work with WebCT better.
- Wireless capabilities should be explored given that faculty and students have expressed a need/want for this option.
- PSITC will continue to discuss the level of expertise the library staff will be expected to have given the additional software/hardware that will be on library computers and then look at possible training programs.
- Technical Coordinators want a clearer policy on streaming video viewing, computers ordered with more mass storage capabilities, and they want the PSSC to be very aware of their concern for staff training (this is an immediate concern for Library West).
- It was noted that it would be helpful to have a presentation about this information to the Library Council.