

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

**Members Present:** Rich Bennett, Lori Driscoll, Carol Drum, Cathy Mook, and Carol Turner

**1. Brittle Books Form and Procedures – Cathy Mook**

- Preservations has approximately 2000 brittle books in backlog that are being stored in a variety of locations in Library East. The vast majority are books from Library West. Approximately 400-500 are from the branch libraries. Until now there has not been any well-documented procedure in place for when patrons request a brittle book. As a result, a form (located at <http://www.uflib.ufl.edu/brittleform.html>) has been created for patrons to use to request a brittle book. The documentation states that the process will take one working day (Monday-Friday), however Preservations hopes to have a better turn around time.
- Currently the libraries catalog record for brittle books informs students to consult circulation. The committee agreed that the catalog should read “consult a service desk” for all Preservation pseudo patron cards.” There will not be a comparable paper form.

**2. Staff Training – Change Workshop on 8/14**

- Carol Turner ask committee members to remind employees about the Safe Campus workshop scheduled on July 22<sup>nd</sup> from 1:30p-4:30p in Emerson Alumni Hall. Staff that plan on attending should contact Trudi DiTrolio.
- Trudi DiTrolio has been working on a workshop about change that is tentatively scheduled for August 14<sup>th</sup>. PSSC committee members agreed that this workshop should not take place until major decisions about the Library West addition/renovation and moves have been made. At that time the workshop should address how the libraries can best provide services and set out areas where specific advice would be useful. Carol Turner will talk to Trudi about canceling the workshop for now and also discuss how the workshop, when scheduled, should be structured.
- Some method is needed to inform staff and patrons about the reasons for and end result of all the changes. An FAQ type document would also be helpful.
- There is a meeting this week with the Library News editorial board to discuss strategies for communicating such as the web portal and library videos. Barbara Hood is trying to come up with a draft of how we get all of these things out.

### **3. Hours for 2003/2004**

- Carol Turner is assuming that the Libraries will be closed to the public for four days at Christmas. If so there is a question of whether USPS employees will be given the opportunity to work or is they will have to use their personal leave time?
- The fall schedule was discussed.
- Gary Cornwell noted that Robena Cornwell is trying to add some Saturday hours to the Music Library's schedule due to some complaints from patrons.
- Carol Turner requested that all drafts for hours be sent Misty Swain in Administration.
- Spring hours will be revisited in November

### **4. Student Pay Rates**

- This issue came up about students doing circulation desk duties. Apparently different departments are paying students different amounts.
- There are student assistant pay rates in the personnel manual. Circulation desk duties are described as level three and some departments were treating them as level one. Unsupervised circulation duties are supposed to level four and some departments were treating them as level three.
- It was agreed that the guidelines should be reviewed/revised by a library group that should consist of Denise Bogart-Caballero and student supervisors.
- Carol Turner will send an email to the Director's and Denise Bogart-Caballero to suggest that this topic be brought to Library Council.

### **5. Instruction Goals and Responsibilities**

- Alice Primack has gone to ½ time as of the beginning of July. As a result, some of the things that she does need to be addressed. Statistics for library instruction are only slightly higher now then in 1996-1997. Carol Turner feel that we have lost ground in this area given enrollment figures. Topics that need to be addressed in reference to instruction:
  - What is being done
  - Who is doing what
  - What are the responsibilities
  - Should general instruction be coordinated out of Library West, if so how should it be done
  - What should be done using the net
  - How does library instruction fit into WEB CT and should a pilot program be arranged
- Carol Turner spoke with Winnie Cook and the campus TV for student housing is getting new equipment and there will be new possibilities for broadcast. They will have the ability to do regular broadcast using library

videos and will also be able to air streaming video. They have a production studio that we could pay to use to create videos. It would also be helpful to identify staff that might be interested in working on video projects. It was suggested to discuss these topics in PSC.

- It was noted that there are only a limited number of computers that have the software and sound on them to view videos. Also only a handful of computers have sound on them.

## **6. ILL Borrowing E-Books**

- Recently two patrons wanted to borrow a print book using ILL that is available as an e-book. At this point we only supply the format that we have purchased and do not borrow the print version if we have the e-book available. This should be written up as a policy and added to ILL's policy

## **7. SFX**

- Lori Driscoll demonstrated how to use SFX for ILL within FirstSearch. Previously when a request was submitted it would go through the OCLC system, sit in a holding file, and wait until ILL uploaded the holding file into ILLIAD. Rich Bennett noted that by making this change no one from the HSCL and the Law Library will not be able to use any FirstSearch databases because they cannot log onto ILLIAD. Lori noted that we will be able to use the new procedure with other databases and suggested that we figure out how to set up ILLIAD accounts for Health and Law. Rich Bennett suggested that we wait to see what SFX can offer once it is up and running.

## **8. Docutek**

- All of the components are in place for Docutek E-Reserves. A place and time are being arranged for Docutek to come.
- The Library Reserve Group is putting together training manuals.

## **9. Moves**

- Documents staff will move to MSL on October 1<sup>st</sup>-6<sup>th</sup> and the collections will begin being moved on October 6<sup>th</sup>.

## **10. Announcements**

- Carol Drum asked committee members to remind staff that if a patron inquires about a Dewey book in MSL to check the record and not just assume it is not available.
- If the record indicates that materials are checked out to a pseudo patron (Bank E), patrons can still get the materials and check them out.