Public Service Council
Minutes
May 26, 2004

Members Present: Helen Jane Armstrong, Rich Bennett, Pam Cenzer, Gary Cornwell, Robena Cornwell, Lori Driscoll, LeiLani Freund, David Fuller, Barbara Hood, Ann Lindell, Iona Malanchuk, Alice Primack, Patrick Reakes, Jana Ronan, Colleen Seale, Jan Swanbeck, Carol Turner, and Ben Walker.


Guest: Marina Salcedo

1. Mobile information booth – Marina Salcedo
   • A mobile library information booth will move between four campus locations (Reitz Union lawn, Turlington Hall, Little Hall, Plaza of Americas) during a summer B pilot. The booth will be staffed Mon, 11-1p, Tues 11a-3p, and Wed 1p-3p by a reference librarian and will be equipped with a tablet pc and a wireless Internet card. Since it will be a pilot project patrons that use the service will be surveyed. The booth could also be used for new student orientations, triage, the Read-A-Thon, etc. Booth staff will be responsible for collecting basic statistics as done at the reference desk. If the pilot is successful it is likely it will be used again in the fall and at future times.

2. Getting information to users
   • Carol Turner introduced a brief discussion to review current handouts. Alice Primack recommended retaining the following handouts in print form: UF Libraries in Brief (map), Cheat Sheets (Web Search Engines and Library Databases), Research Paper Strategies, Tips for Evaluating a WWW Search, Keyword Searching for Beginners, ILL Brochure, Library Subject Specialist, Access and Services for Library User with Disabilities, Delivering the Libraries to your Desktop, Library Classroom Partnerships, Connecting from Off-Campus. She recommended retaining the following handouts in online form: Finding Articles: Using Indexes and Abstracts, Databases, and Electronic Journals FAQ. She recommended discontinuing print and online forms relating to WebLUIIS. Alice also recommended continuing use of a special series of handouts used in transfer student college orientations.
   • Rich Bennett suggested checking with DLC to see what handouts they have available outlining DLC efforts.
   • A suggestion was made to create a new handout outlining basic and advanced searching features in ALEPH. Rich suggested waiting until fall to create such a handout. Carol Turner thought it might be helpful
if some of our newer librarians worked on a new Aleph handout as to offer a fresh perspective.

- A suggestion was made to create a new handout for graduate student level research process.
- Focus groups could help determine if patrons are actually using handouts. This question could be included in the questions being asked by the undergrad, graduate, and faculty taskforces.
- Carol Turner asked everyone to review the handouts and try to assess what is needed by the June meeting.

3. Aleph Update – Rich Bennett

- Automatic running of recall notices job began yesterday at FCLA. This is different than automatic printing. FCLA said that before the end of the week courtesy and overdue/lost notices should be moved into production.
- Two successful student/patron updates have been completed. Over the summer the frequency and process for running these updates will be discussed.
- The initial permissions for student sign-ons are very broad. An attempt is being made to have permissions customized to units. NOTIS kept track of what was being checked out from storage however Aleph does not.
- Overall the new system is functioning well, considering this was not a normal situation because of materials in storage.
- When recalls are placed in OPAC dates aren’t changing. FCLA is not sure why the dates are not changing and therefore is checking with ExLibris.
- Please report problems to Rich Bennett.

4. Retrieval and other services update – Lori Driscoll

- Staff members are becoming more accustomed to working with the new system. More patrons are using the Aleph form (imbedded recall form) unless they are not affiliated with the university. Tom Minton will change wording on web page from retrieval form request to retrieval help request. Lori Driscoll will send instruction wording to Tom Minton.
- Consistency in routing slips at the various locations would be helpful. All West, storage, and recall materials ready for pickup are supposed to be located on the same shelf in MSL.

5. New taskforces updates – Taskforce conveners

- Undergraduates (Gary Cornwell) – This taskforce has met and developed a survey. The survey identifies reasons why libraries are being used. Aimed at students who have been here as well as new students. The survey will be distributed to ENC 1101 & 1102 and First Year Florida students.
- Graduates (Jan Swanbeck) – An information gathering session will be held today at 3p. Representatives from various graduate groups were
invited. A list of topics regarding services, communications, and collections will be discussed.

- Faculty (Carol Drum) – No action yet. Some faculty are not here so will probably wait until fall.

6. ILL update – David Fuller

- The PSPC Interlibrary Loan Subcommittee is looking into the possibility of conducting a pilot where in materials are sent directly to borrowers instead of ILL department at other institution. If anyone has questions for the committee email David Fuller.

7. June and July meeting

- The meeting scheduled for June 30th is cancelled, as a lot of committee members will be gone.
- Discussion topics for July meeting: copyright, course reserves, Quick Search/Metalib, ALA updates, handouts, and taskforce updates.