Public Service Council
Minutes
October 6, 2004


Members Absent:  HelenJane Armstrong, Pam Cenzer, Robena Cornwell, David Fuller, Barbara Hood, Iona Malanchuk, and Robert Singerman.

1. Announcements
   • The Science search committee report has been submitted to Dale Canelas. Carol Drum complimented the search committee on a stellar job.
   • Currently Facilities purchases the classroom projector bulbs on an as needed basis and does not keep any in stock. Carol Turner will speak to Rob Roberts about changing the procedure so that at least one bulb is kept on hand.
   • An attempt was made to enter a patron into the ID checker and a message was received that a valid 02 was needed. However when the patron was looked up in the system a valid 02 was present. Gary Cornwell will talk to Winston Harris about a way to override the system.
   • Carol Drum noted that the Annual Performance Evaluation Guidelines were approved at Library Council and should be posted to the Web soon.
   • Between November 1st and December 1st the Information Station will be utilized on Monday, Tuesday, and Wednesday with a set location established for each of the three days. For instance, on Tuesdays it will be stationed at the Reitz Union. Marina Salcedo is developing new signage. Marina is looking for places close to each location to store the cart between uses.

2. Minority Recruitment and Retention Council – Alice Primack
   • What can be done to make the Web pages more user friendly for minority students?
   • One suggestion was to translate the Web site into Spanish using something such at Babel Fish. Alice did this and it is fairly simple; however she noted converting PDF documents is problematic. Richard Phillips offered to have his native Spanish speaking students review Alice’s example for accuracy.
   • Additional ideas should be sent to Alice Primack.

3. One City One Story
• The book chosen for One City One Story is *Nickel and Dimed* by Barbara Ehrenreich. The Hippodrome will put on the play October 15th – November 7th. Alice Primack and Colleen Seale will work on the bibliography to be posted on the Hippodrome’s Web site. As far as Alice knows a UF campus performance has not been scheduled.

4. Updates on orientation and instruction fall sessions – Alice Primack & others

• Orientations –
  ▪ Six general and four electronic library orientations were held.

• Instruction –
  ▪ ENC 1101 – 67 hands-on sections, approximately 1300 students taught.
  ▪ ENC 1102 – 61 hands-on sections, approximately 1300 students taught.
  ▪ BSC 2811 – 28 two hour sections taught
  ▪ 6-7 Political Science sections taught
  ▪ Collection Management has been teaching individual classes and will hold graduate student orientations this month.
  ▪ Student assistants have done a wonderful job in assisting with instruction.
  ▪ Since ENC 1102 instruction began MSL staff have adjusted their work schedules so MSL could open at 7:15am.

5. Update on work of task forces on visibility and awareness – Gary Cornwell, Carol Drum, and Jan Swanbeck

• Carol Drum provided an overview of the work the Library Visibility and Outreach Faculty Task Force has been doing.
  ▪ A Faculty Services Guide has been created but still needs some work to implement PSC suggestions.
  ▪ Carol Drum met with the University Libraries Committee but did not receive much feedback. There was one complaint about having to use a lot of different passwords. Carol Drum talked with Fran McDonell about a possible GatorLink solution for non-UF users. Fran noted that a pool of temporary GatorLink accounts had been discussed but was on hold due to staff resignations and the change in UF Administration. She referred Carol to Mike Colin. Rich Bennett advised Carol to contact Bill Covey instead.
  ▪ The task force would like to have an electronic forum to post questions/answers.
  ▪ Next the task force will meet with CLAS Administrative Council and then Engineering and IFAS.
  ▪ Rich Bennett reminded committee members about posting to MyUFL by submitting topics to him or Barbara Hood.

• Jan Swanbeck provided an overview of the work the Library Visibility and Outreach Graduate Task Force has been doing.
• Various Graduate Student Councils were contacted and invited to a focus group session. Eleven graduate students attended the session. A list of prepared questions was asked and a lot of useful feedback was received.
• The task force is going to try to set up another meeting.

Gary Cornwell provided an overview of the work the Library Visibility and Outreach Undergraduate Task Force has been doing.
• The Visibility Task Force looking at undergraduate students conducted surveys of new and returning students to find out their primary reasons for using the libraries. Not a lot of surprises with the results for using the libraries. Both groups rated "A quiet place to study or read a book" very high. Also, "Computer Access to MyUFL and ISIS" fared well. "Books for research assignments" and "Course Reserves" scored higher with new students than returning students. (Oh, the naive of the freshman class) Finally, both groups liked having computers for surfing the web.

Surprisingly, "Computers for accessing streaming videos and WebCT" ranked very low with both groups (guess we didn't hit the business students in our survey). Similarly, having "Computers with Zip Drives and other large storage devices" scored low as did having "Tools for creating/web pages" although the latter ranked higher among new students than it did with returning ones.

Finally, the most surprising finding of them all was that both groups ranked having DVDs for recreational use as not important.

6. Update on Aleph circulation – Lori Driscoll
• Retrieval button verbage needs to be changed.
• Lori distributed retrieval stats via email.
• Request button is the best way to go.
• Patrons will begin receiving email notifications that retrieval materials are ready to be picked up.
• Aleph service pack should fix a lot of the problems. It will require all users to uninstall the current client and install the updated client.
• Circ notices are not printing due to a problem with the print daemon. FCLA and ExLibris attempting to solve the problem.
• Email notices work in test and print for patrons without email addresses. Not available notices are being run. FCLA is setting up the process on their end.
• FCLA is working with Business Services on cash transfers.
• Around June/July Outlook circulation mailboxes were established. The appropriate staff should assure these mailboxes are checked. Rich Bennett will ask Winston Harris to assure that the appropriate staff have access.
7. Library West plans

- Library West will be set up with two classrooms (1 auditorium style, 1 hands-on style). Jana Ronan distributed the current (Option 1) and proposed (Option 2 and Option 3) layouts for the classrooms. Steve Shorb has been asked to check on the possibility of installing hooks along one wall for student backpacks, umbrellas, etc. The group discussed the options and concurred with Jana in favoring Option 2. This option has the fewest seats, but it provides the best teaching environment. Going with this option supports continuing to view all library teaching facilities as a pool from which the venue most appropriate for the attendees will be scheduled.

- A lot of planning has been done for the Library West Reference and Circulation Desks.

- Videos have been moved from the 3rd to the 2nd floor.

- Booths with monitors in the center are being considered for the 2nd floor so that videos can be viewed near where course reserves and the video collection are housed.

- Construction was set back 15 days due to the hurricanes.

- A model of Library West has been created to use for fundraising purposes. It is currently located in Special Collections.

- High use Reference materials will be housed where multi media materials used to be housed. The remainder of the Reference collection will be in shelving. Lori Driscoll and Ben Walker are working on collection layout.

- The Microforms Committee recommended that microforms come back from ALF to Library West. For now, due to heavy use, newspaper microforms will be moved to MSL.

- New shelving for Periodicals may be possible (approximately 3600 titles).

- Serials and Monographs will be separate.

- A coffee shop is still tentatively in the plans but will depend upon the outcome of discussion being held with UF Administrative Affairs.