Public Service Council
Minutes
October 27, 2004

Members Present: Shelley Arlen, Gary Cornwell, Robena Cornwell, Lori Driscoll, Carol Drum, LeiLani Freund, David Fuller, Iona Malanchuk, Tom Minton, Alice Primack, Patrick Reakes, Jana Ronan, Colleen Seale, Carol Turner.


Guest: Joe Aufmuth

1. Aleph Circulation update
   • There was a meeting last Wednesday with staff involved in Aleph circulation and the production of notices. On Thursday recall notices began being emailed. The system appears to be working in all but two locations. Lori Driscoll will visit those locations to try to determine the cause.
   • Courtesy notices will be sent next and then notices for overdue material and fines.
   • Several jobs will be set to run automatically. Currently, only recall notices are running automatically. Courtesy notices for the main patron categories (02, 10, 20 and 30) will be next. Notices will run daily at 2am and will be waiting for staff to open the print daemon.
   • A hold shelf report will be set up to run daily. It will let staff know what books need to be pulled for that day because the material has not been picked up, automatically expire those requests and print out letters to the patrons next on the request list.
   • A Returned Items Claimed Return or Lost report, a Claimed Return report, and Items in High Demand report will be run weekly on Fridays.
   • A Circ 52 report comprised of various overdue and lost materials billing notices will also be run.
   • The circulation notices are emailed with an attachment (a feature in ALEPH), which is causing the notices to be blocked by several mail servers. Lori Driscoll is working with Systems to solve this problem.
   • Billing has not yet begun due to an FCLA delay with the cash export program. This program has now been tested and appears to be functioning. We have also been waiting on being able to identify the outstanding recalls. Lori hopes recall notices can be sent beginning November 1\textsuperscript{st}. The cash export program would run two weeks later and patrons will be notified that fines have accrued in accounts receivable. Carol Turner will ask Barbara Hood to run an announcement in the Alligator and Tom Minton to post a notice on the Web.
• Concern was expressed that patron phone numbers are being displayed in the envelope window when circulation notices are mailed. The phone number displays because it is part of the address file. Lori Driscoll is trying to get FCLA to alter all of Smathers Libraries notice templates that would solve this problem.

2. Library West 3rd floor planning – Carol Turner
• Tara Cataldo, Leilani Freund, and Marilyn Ochoa will reassess the current concept about the type of technologies that should be offered on the 3rd floor of the renovated Library West. They will be talking to library staff, library users, faculty, and other campus groups such as CIRCA and the campus Digital Design Group.

3. H&SSS reorganization – Gary Cornwell
• The HSS&S Reference Unit will be reorganized and will be supervised by Colleen Seale. The unit will consist of the following units:
  ▪ Technology Services Unit - supervised by Leilani Freund. Marilyn Ochoa will be reassigned to work with Leilani.
  ▪ Marvin Crabb will be responsible for departmental computer aspects of the unit.
  ▪ Aleph Support Unit – Will consist of two Senior LTA’s supervised by person hired on Jason Kiker’s line (position has been re-classed into a Coordinator’s position).
  ▪ Instruction and Outreach Unit - supervised by Jana Ronan. Marina Salcedo and Paul Victor will be assigned to his unit.
• The reorganization will result in various groups being formed or reorganized. Jana Ronan is working on a draft document outlining group possibilities. Leilani Freund will also work on this document.

• The E-Metrics Committee (Shelley Arlen, Joe Aufmuth, Rich Bennett, Michele Crump, Carol Drum, and Erich Kesse) was asked to look at the electronic supplemental statistics ARL will be requiring.
• Joe Aufmuth provided an overview of the E-Measures Committee’s Final Report (Table 1, Table 2) and relayed the committee’s recommendations.
• A future Public Services meeting will be needed to review current methods for gathering statistics.

6. AT Showcase & Symposium – Carol Turner
• There is a Faculty IT Showcase and symposium scheduled for November 15th and 16th. A workshop entitled, “Teaching Well With Technology: A Faculty Member’s Guide to Wise and Time-Efficient Use of Instructional Technology is scheduled Monday, November 15th. A Keynote Address is scheduled Tuesday, November 16th, 9am – 9:30am and Showcase Exhibitions, 11am – 4pm. The library has a table that will need to be staffed. Anyone interested in staffing the table should contact Carol Turner. The library is also scheduled to give a
presentation. The focus for the presentation will be on services provided to distance learners and will emphasize E-Reserves and RefeXpress.

7. Other topics, reports, and announcements

- A new E-Reserves Coordinator, Angela Mott began at the beginning of the semester. Yeashea Braddock has been hired for the nighttime e-reserves position. Lori hopes to offer a plan for moving e-reserves to this unit at next months meeting. Angela Mott has been doing outreach and going to distance learning events to tell people about e-reserves. Lori distributed a brochure created by Angela.
- There will be a Library News publication for the end of this semester. There is an editorial board meeting this afternoon. Topic proposals should be submitted to Carol Turner.
- The Library West Collection Preparation Steering Committee Phase 2 is charged with reviewing the processes, procedures, timing, etc. of the re-class project. As of now all materials (except for microforms) that will go into the renovated Library West must be in LC. The committee is first focusing on currently reviewed Periodicals and will then look at monographs.
- Jenna Miller will begin employment as a Librarian in MSL on November 15th. Permission has been given for a 2nd MSL new hire.
- Several students a day are being referred to MSL to complete retrieval forms for Library West material. Carol Drum asked committee members to make sure staff and student employees know that those forms can be completed at any library location.
- Patrons are still being referred to MSL for the Gainesville Sun and the Independent Alligator even though those newspapers are not located in MSL. A committee is looking at bringing some of the popular newspapers into MSL but for now only the small county newspapers are located in MSL.
- Carol Drum is reviewing the LibQUAL+ survey faculty responses. There were consistent negative comments about student employee customer service attitudes, which might indicate a need for a library wide student employee customer service training program.
- Carol Turner distributed a draft announcement about library courtesy and overdue notices. She will make revisions suggested by committee members and then have the document posted on MyUFL, the library Web, and in the Alligator.