Public Service Council
Minutes
March 30, 2005

Members Present: Pam Cenzer, Gary Cornwell, Robena Cornwell, Lori Driscoll, Carol Drum, Ann Lindell, Iona Malanchuk, Tom Minton, Alice Primack, Patrick Reakes, Jana Ronan, Colleen Seale, Jan Swanbeck, Florence Turcotte, Carol Turner, and Ben Walker.


Facilitator: Betsy Simpson

1. Reports and Announcements - all
   • Carol Turner has been assigned as this year’s UFCC Steering Committee library representative. She will attend the kickoff meeting this morning at 10:30am. Carol is happy to address any questions or ideas concerning the UFCC.
   • ALEPH had a problem on the server Saturday afternoon. FCLA said it believed that patrons had not been able to submit requests beginning Saturday afternoon, March 26th through 2pm, Monday, March 28th. However, requests were submitted but are not showing up and have not been processed. If a patron asks about an item for that period and it says “in process” notify ALF staff (via ALF email or fax) with the patrons UFID and material call number(s). ALF staff will pull and send the materials to campus. A notice to patrons will be put up on the Web page and if librarians have an identifiable group they can notify them too.
   • ILLIAD and its backup crashed when the SQL server crashed, March 15-18th. Several days of requests coming in and staff work were lost and are not recoverable. Fortunately information that was transmitted to OCLC is being processed. Unfortunately when we receive the information we don’t have any record of the request. An announcement has been placed on the ILLIAD Web pages in several places.
   • Jan Swanbeck has been notified by FCLA that Documents staff will have to figure out a way to load Marc Archive Records.

2. Student Employee Service Quality Team Update – Carol Turner
   • Margeaux Johnson provided PSSC members with the Student Employee Service Quality Team’s project goals, plan, and timeline. PSSC members agreed the team is headed in the right direction and should continue working as planned. Suggestions relating to student employee service quality should be forwarded to the team.

3. Library Instruction/Information Literacy Team Update – Jana Ronan
   • The team is in the process of editing their final report and hopes to submit it by next month.

4. RefeXpress
   • Public Service Department Heads are polling their staff to determine who wants and who doesn’t want to work RefeXpress. Carol Turner will distribute a poll to all other staff to see who is interested.
   • Service hours will continue to be evaluated.
• Collaborative service will continue to be explored.
• Carol Turner is attending the SOLINET Annual Membership Meeting in May and hopes to get a good idea of what is going on with chat service in ASERL Libraries.
• Jana is going to the FLA meeting and hopes to find out more information about the Florida ask@ service.
• The Systems Department is working with the new chat technical coordinator, Marilyn Ochoa, to rectify technical problems. The following technical problems have been experienced this semester:
  ▪ Users with multiple sessions - probably users with high security levels on their computers that are not accepting the Active X chat control
  ▪ Users do not log off at the close of a session - if the user is using Firefox, they may not have an "exit" button to end the chat on their screen. If someone is lingering, please offer to log him or her off.
  ▪ User connects but does not respond - we were testing a Java logon last week that worked with Mac Safari, but not at all with Firefox. Users with Firefox did not see a chat window at all. This logon option has been disabled. We hope to program the Java logon to work in the future.
  ▪ User reports that RefeXpress was closed during open hours - this was a problem with the logon page that has been corrected. The logon page now looks at the clock on the server to open and close logons, instead of the clock on the user's computer, which may be wrong, especially if they are in another time zone.
  ▪ Users cannot logon chat at library workstations - the controls and applets are not part of the public workstation configuration. We are working with Systems to change this.
• There is a new trouble report form that will soon be launched, that will be linked to the RefeXpress pages. There will be more information on this later.

5. Strategic Planning and Goals – Draft Public Services goals
• The SP&M Committee is working on trying to develop a more regular process and schedule/calendar for doing goals prior to the time when employees have to set goals for the next year.
• Carol Turner looked at last years Public Services scorecards and goals and drafted a list of goals for 2005-2006.

**Goal #1** - The Directors are reviewing recommendations made by the Staff Recognition/Awards Committee. The staff survey will also help to assess what could be done to improve staff morale. It was noted that if this is going to be listed as a PS goal then PS should decide on specifics actions that can be used in PS. The following will be done:
  1. Recognize staff in Tuesday Morning Update.
  2. Ann Lindell will develop a patron feedback form to nominate staff for good service. Staff could use this form to submit staff accolades for the Tuesday Morning Update.

**Goal #2** – The Communication with Users Group is looking at a lot of these issues. In particular for 2b, Carol turner will see if Marina Salcedo is going to attend the ALA Pre-conference about marketing libraries. Given that this pre-conference registration fee is $300 it was suggested that the Library should pay the fee. Gary Cornwell noted that there are contingency funds available in the travel budget to pay for this type of registration.
**Goal #3** – Library Instruction/Information Literacy Team is working on this.

**Goals #4b** – Form a Joint PS/Business Services Taskforce to re-examine Xerox contract. A suggestion was made to reinstate color copying in AFA and Maps.

**4d** – What should staff do if something is discovered that makes things hard for patrons but follows cataloging rules? Depending what it is the Continuing Resources Policy Committee might address it. Carol Turner thought perhaps the OPAC committee should be reinstated. Prior to reinstating the group Carol Turner should find out if there is anything else this committee will actually be able to do. Carol Turner will talk to Rich Bennett and FCLA. A suggestion was made to pose the question on the FCLA list-serv to determine if other institutions are interested in reinstating the committee.

**4fii** – Do overall reference services need to be reviewed? Such as, the Info Station – is it public relations or is it reference? The Info Commons Report offered a lot of great service suggestions. Gary Cornwell will distribute the link to this report and the report will be discussed at a future PSC meeting.

**Goal 5** – A series of meetings are needed to discuss these issues and the focus should be library wide and not just on Library West. Carol Turner will edit the goals to read library wide, not just Library West.

### 6. Identification of budget needs

- Dale Canelas has asked for budget requests for next year. The following needs were noted:
  - **Library West positions:**
    - The three current H&SSS vacant line need to be filled. The following additional positions are anticipated if Library West is open 24/5.
    - 1 microforms position
    - 2 computer area positions
    - 1 instruction technology position – perhaps Shelley Arlen’s old line could be used
    - 2 Access Services positions
    - 1 security guard position – may try to contract with campus police
    - 1 ALF position
  - **Library West equipment**
  - **Building maintenance if Library West open 24/5**
  - **Upgrade instructor workstation in MSL L107 to match instructor workstation in MSL 308.**
  - **Additional electrical outlets in MSL**
  - **Software to convert ALF to high density storage**
  - **Arts Librarian**

### 7. Items for future agendas

- Info Commons Report
- Library Council response to Staff Recognition/Awards Committee report
- Communications with Users Group status report
- Library West entry by card swipe