

**Public Service Steering Committee
Draft Minutes
January 18, 2006**

Members Present: Rich Bennett, Gary Cornwell, Lori Driscoll, Carol Drum, Jan Swanbeck, and Carol Turner

1. Welcome to Sonia Coleman

- Sonia Coleman is the new Administration Office Program Assistant and will now be taking notes for these meetings.

2. H&SSS post-Gary Cornwell

- Gary Cornwell is only working in the mornings until he retires at the end of February. Carol Turner has been meeting with H&SSS staff individually to gather ideas about organizational structure and other activities in the department as well as how to proceed both short and long term after Gary's retirement.
- The question was raised about how quickly the H&SSS Chair position would be posted/filled. The position will be filled as quickly as possible, hopefully beginning the process in February. The question was also raised regarding what exactly the open position would do.
- A group may be formed at some point, possibly post-move to assess how the libraries' reference services fits together library-wide.

3. Computers in PS Department – how best to manage them

- The Directors have been discussing the possibility of the Systems Department assuming the responsibility of servicing public computers and moving 4 positions to Systems. The general synopsis of what Systems would be responsible for is: repairs, trouble-shooting, loading software, etc.
 - If there are only 4 positions, and there is a systemic problem, there has to be resolution available quickly. Systems has an on-call service, but if they were to take on the public computers, the need for more staff would be unavoidable to handle the increased workload rather than take PS staff. If 4 were pulled, more than likely it would be 2 from PS, 1 from Tech Services and 1 from CM.
 - It is felt that 4 positions would not be adequate for coverage/response time as there are considerations such as evenings and weekends.
- Intermittent problem accessing WebCT classes: Students able to get in one day and next day unable to do so, on the same computer in Marston. This is also a problem from home use computers. It appears that each computer in MSL will need to be "unthawed".
- An inventory of Public Services' needs should be completed. In the event that Public Services gives up 4 positions to Systems, what then are the expectations; what is the plan for Public Services staff at that point beyond reporting problems? This still needs to be defined. These 4 positions would be just for the computers, hardware and software, not area experts. This conversation goes in conjunction in talking about the Liaison program as well.

- What could be done to make the Systems Liaisons Program work better to help alleviate the overload of Systems? It was suggested that perhaps a group from Public Services could work closely with Systems, but not work physically in Systems, to address problems, to include a reporting structure even.
- Is outsourcing server hosting a possibility?
- It was suggested that information be gathered from similar and/or close institutions about how they handle their computer organization. USF, FSU, Indiana, Ohio State were listed as specific examples and possible contacts.
- It is consensus that these positions/descriptions need to have a clear outlined expectation and timeline accompanying.

4. PSC Agenda

- Cathy Martyniak will speak about a course reserves date due slips proposal.
- Jana Ronan will speak about instruction and the Instruction Committee.

5. Library West – Update

- Date of completion (and re-opening) is still unknown.

6. Discussion/Misc.

- Rich Bennett inquired about the University-wide group that the Provost was going to appoint, Library of the Future. At this time, no additional information has been provided to the libraries about this group's status.