Public Service Council
Minutes
October 28, 2003

Members Present: Shelley Arlen, Cynthia Bowker, Pam Cenzer, Gary Cornwell, Robena Cornwell, Lori Driscoll, Carol Drum, LeiLani Freund, David Fuller, Suzanne Kiker, Paul Kirk, Ann Lindell, Richard Phillips, Alice Primack, Patrick Reakes, Jana Ronan, Colleen Seale, Jan Swanbeck, and Carol Turner

Members Absent: HelenJane Armstrong, Rich Bennett, Iona Malanchuk, Robert Shaddy, and Robert Singerman

1. Retrieval online form and process – Lori Driscoll w/ Cynthia Bowker and Hilton Soto

- A workgroup consisting of MSL and Access Services managers is meeting weekly to discuss workflow issues.
- A Collection Access workgroup has been meeting twice a month in attempt to work out details about different ways deliver and arrange materials at MSL. They will make a proposal to the MSL/Access Services workgroup this week.
- An online request form will become part of the workflow. Systems has helped develop an online request form and database. Lori Driscoll reviewed the online form and request process. This form is not related to the catalog. Patrons will be instructed to cut and paste information from the catalog into the online form to minimize errors.

2. Survival skills for users – discussion with Task Force (Paul Kirk, Peter McKay, Paul Victor and Marilyn Ochoa)

- Paul Kirk reviewed the survival skills Web page that is being developed. The page is being developed to help students, particularly graduate students to deal with the shift in resources due to Library West construction/renovation. The taskforce views subject specialists as the first line of contact for heavy users. Given this, the taskforce is trying to get subject specialist more involved. The taskforce is looking for new ideas and different ways to spread the message about the Library West construction/renovation.
- A couple of open forum sessions have been held with concerned students. There is another open forum session today at 2:00pm in MSL L107. There is a meeting tomorrow at 5:00p with the initial group of students that attend the first open forum session.
- Paul Kirk attended the CLAS faculty meeting that Dale Canelas addressed on Monday. Faculty member expressed the same concerns as students. Dale outlined the history of the libraries, the libraries funding or under-funding, and the current project.
- Circulation and on-line renewal limits have been raised. Faculty limits increased from 250 to 350, staff/graduate students limits increased from 150
to 250, undergraduates limits increased from 50 to 100. Courtesy patrons limit will remain at 10.

- Carol Turner will highlight how services will be handled during construction/renovation in the next Library News publication.
- A banner was put up in front of Library West yesterday. Numerous bookmarks and flyers have already been disseminated.
- A student made handouts encouraging students to attend the open information sessions being held in MSL L107.
- Interim Vice President for Student Affairs Mike Rollo has arranged for Dale Canelas and Carol Turner to meet with a group of concerned students.
- A suggestion was made to contact preview staff so that they are prepared to inform students about the closing during campus preview tours.

3. Update on moves planning – general discussion

- The Government Documents Department move is complete. For the next six months when patrons call Documents old number (392-0367) they will receive a message giving them Documents new telephone number.
- Most of the staff members in Collection Management have moved.
- The following ILL staff members moved to MSL Room 215: Eatheana West, Christina Haskins, and Cynthia Frey. Note that until the Mail Room moves in December, much of the ILL processing will take place at temporary workstations in Library West Circulation. Eatheana and Cindy may be found at those workstations. The following ILL staff members moved to Library East Room 300: David Fuller, Janice Kahler, Patricia Coristin, and Melissa Thomas. Lori Driscoll moved to the MSL, 3rd floor. Lori Driscoll and Judy Harrell will be assigned phone numbers outside of the MSL system.
- Each individual staff member will need to update his/her UF online directory listing. It is too late this year to provide updates for the paper phone book.
- A floor plan has been drafted to reflect changes that will occur when Library West Room 148 is moved into MSL L107. Staff members need to know if this move will be completed before classes begin. If not, classes need to be scheduled in MSL Room 308. Carol Turner will check with Steve Shorb about the status of this move.
- The bids came in lower than expected for the storage facility renovation, the main collection move, and shelving.
- The directors conducted a walk thru of Library West to look at what contents must be moved, stored, or salvaged. Salvaging is being considered in hopes of generating funds. Steve Shorb should be notified about Library West contents that will be needed in other locations. The contents of Library West that will not be needed in other locations or stored must go through the salvaging process and cannot be offered staff, students, or faculty. The contents can be transferred from department to department.
- PSITC worked on management of MSL L107. The main concern is scheduling. Liaisons in MSL have agreed (if needed) to assist in setting up MSL L107 when LW Room 148 move.
- Blinds have been hung the MSL display case area, as it will become a discharge area.
4. Update on e-reserves – Lori Driscoll

- A group is working on faculty training materials.
- The e-reserves task force has been meeting throughout the semester to draft procedures to go in circulation manual.
- A new page banner reading ERes: Electronic Course Reserves has been created to replace the original banner that read ERes.
- An article highlighting Docutek will be published in the next Library News.
- The new version of Docutek that the libraries beta tested is being issued. It is not fully functional at this time however it appears that the interface will offer patrons a lot more functionality.