

**Public Service Council  
Minutes  
December 1, 2004**

**Members Present:** Shelley Arlen, Rich Bennett, Tara Cataldo, Gary Cornwell, Robena Cornwell, Lori Driscoll, Carol Drum, Ann Lindell, Iona Malanchuk, Alice Primack, Patrick Reakes, Jana Ronan, Colleen Seale, Jan Swanbeck, Carol Turner, Ben Walker, and Mil Willis.

**Members Absent:** HelenJane Armstrong, Pam Cenzer, LeiLani Freund, David Fuller, Barbara Hood, Tom Minton, Richard Phillips, and Robert Singerman.

**Guest:** Betsy Simpson

### **1. Reports and Announcements**

- Access Services
  - David Fuller has resigned and his last day will be December 16, 2004.
  - ILL still has two vacant positions. ILL will not lend to other institutions through January in order to catch up on a backlog.
  - The E-Res committee met with the new Coordinator, Angela Mott. A plan for centralizing paging and scanning of material has been drafted. Question or problems relating to ILL or E-Res should be directed to Lori Driscoll.
- AFA
  - Ann Lindell anticipates hiring a half-time serials staff in the very near future.
  - Ann Lindell will be on sabbatical Fall 2005.
- Collection Management
  - Interviews for the Psychology/Sociology Subject Specialist position will be held December 13<sup>th</sup> & 17<sup>th</sup>.
- Education
  - The Education Library has a vacant half-time serials position.
  - The night-time supervisor vacancy posting closes tomorrow.

### **2. Public Services Council format changes**

- The following changes have been made to the structure of PSSC and PSC meetings:
  - A facilitator (currently Betsy Simpson) will be present at each meeting.
  - PSSC will set the agenda for PSC. Although this structure already exist it has not really been utilized.
  - Department chairs will meet once a month to define (not resolve) agenda topics making sure to focus on goals throughout the year.
  - Staff may take concerns and/or topic suggestions to their department chair.
  - A Tuesday morning update (something very brief) is being considered for the H&SSS Department.

### **3. Library instruction/information literacy discussion**

- Jana Ronan read the goal of this discussion:

The goal of this discussion is to identify an approach and parameters for a library wide instruction program. The first order of business will be for PSC to

identify issues/concerns that need to be dealt with and then present a team to be headed by Jana Ronan with a general charge. The team would have the authority to add members from other library units as deemed appropriate by the team members to ensure library-wide representation in the process. Parameters/boundaries for the team to work within will be discussed and then be clearly delineated. Issues, such as the team's ability to recommend reporting lines and job assignments, should be defined. The team leader should report at future PSC meetings to ensure that there is ongoing two-way communication relating to questions, concerns, and issues.

- After a lengthy discussion it was decided that Jana's team should focus on the following areas and then report back to PSSC:
- Coordination and communication
- Audience and goals – look at the existing plan for instruction along with previous instruction statistics for patterns & styles of instruction
- Examination of technology to improve and extend instruction
- Assessment
- Instructor training – especially for new librarians

#### **4. Service plans for final exams and intersession**

- There were no additional updates to service plans and hours.
- Iona asked about how service hours were determined. This should be a topic for discussion in a later meeting. Current hours have been set by patron need, staff available, and past practice. An annual meeting is held to determine holiday and intersession hours for the next year.

#### **5. Reports**

- Rich reported that when the system went down over Thanksgiving, reports didn't come back up for another 36 hours. FCLA will be running more jobs during the Christmas holidays.
- Ben reported on the project to bring the high use microforms back to Marston. This will be a pilot project for reclassing and relocating all the microforms. Shelving has been ordered and will be delivered soon. Ben set out the logistics of how they plan to carry out the move.

#### **6. Next agenda topic introduced**

- Reference service
- Outreach
- Storage long range plans
- Retrieval/document delivery
- Service delivery quality standards – especially for student assistants

#### **7. Next Meeting**

- There will be no meeting in December. The next meeting was tentatively scheduled for January 26.