

**Public Services Council
Minutes
December 7, 2005**

Members Presents: Shelley Arlen, Helen Jane Armstrong, Rich Bennett, Tom Caswell, Pam Cenzer, Gary Cornwell, Robena Cornwell, Lori Driscoll, Carol Drum, Michelle Foss, LeiLani Freund, Sara Gonzalez, Iona Malanchuk, Patrick Reakes, Jana Ronan, Colleen Seale and Carol Turner

Members Absent: Barbara Hood, Angela Mott, Richard Phillips, Jan Swanbeck, Flo Turcotte and Ben Walker

Facilitator: Betsy Simpson

Guest: John Ingram and Tom Minton

1. Discussion of electronic resource selection and trials – Shelley Arlen & John Ingram

Shelley Arlen and John Ingram discussed how databases are acquired. The ideal way to acquire a database is for a selector to choose a database and pay for it or a group of selectors to choose a database and the group of selectors share the cost. This is particularly true for Serials as any one time (e.g. end of the year) money is only used for one time purchases. As a result, there are a lot of serials that are desired but not purchased. Currently, if a selector wants to purchase a new electronic resource and does not have funds available then the Circle Managers discuss what, if anything can be done to fund the purchase. Another way to acquire databases is if there is any extra money available the selector will pay for the majority cost of the database and then ask John Ingram if he can supplement the cost with other funding (e.g. Foundations funds). Another way is to inform Shelley Arlen about desired material(s) so she can add the item to a “wish” list. Then, if at the end of the fiscal year there is money left the Circle Managers (Shelley Arlen, Robena Cornwell, Frank DiTrollo, Barry Hartigan, John Ingram, Peter McKay, Colleen Seale, Robert Shaddy and Jan Swanbeck) can meet to decide what materials off of the wish list can/will be purchased.

There are three sets of electronic resources available at the University of Florida:

- Shared database acquisition funded through FCLA. This list is assembled through FCLA with the input of the Electronic Resources Sub Committee. The committee makes recommendations as to what databases purchase and then database is shared by all 11 SUS institutions.
- Electronic journals through state shard multi-consortia
- Individual electronic resources that come out of the University of Florida.

Trial offers - John Ingram forwards trial offers to Shelley Arlen and she polls the selectors to see if there is interest in receiving the trial. However, anyone can initiate a trial. Concerns were noted about offering a trial, patrons liking the resource and then other resources having to be given up in order to afford the new resources. Although this is a legitimate concern only instance could be recollected of a resource being canceled and that was in order to gain a better resource. Concern was also noted about offering trials for resources that the library can not realistically purchase, faculty liking the resource and then the trial ends. It was acknowledge this is a less than an ideal situation

however it is important to know what electronic resources are desired and not able to be purchased by the Library due to budget restrictions in order to create a list to present to the FCLA Group and the University of Florida Administration.

The Circle Managers are meeting at 10am today to discuss some opportunities we may and may not have. When the Circle Managers meet after the beginning of the year, after figures are assembled for actual continuation expenditures, it may be possible John Ingram will ask all selectors to look at possibility cutting \$500,000 to \$1 million next fiscal year.

How will electronic resources be evaluated for cancellations? A formal cancellations process does not exist. Currently, most of the large electronic resources contracts do not include cancellation clauses. Such clauses are a necessity therefore vendors are starting to address the issue. It was noted that Public Services would like to have input into cancellation decisions. It was also noted there is a Public Services representative on the Circle Managers Group and also some selectors are in Public Services. There was support to create a formal database cancellation review process. The UF Administration is supposed to address the Senate Resolution about supporting the Library by March. Depending on the response may have to look at canceling Springer, Wiley or Elsevier. Michelle Foss noted this would probably result in heavier ILL use and create a need to increase in ILL Budget.

The library should have access to all Elsevier titles with a few exceptions. If a resource is not accessible John Ingram should be notified.

By March, the UF Administration is supposed to address the Resolution from the University of Florida Faculty Senate in Support of the University Libraries. Depending on the response the library may have to look at canceling Springer, Wiley or Elsevier. Michelle Foss noted this would result in ILL becoming a net lender/net borrower which would result in a need for an increase in the ILL budget. This cost could indeed cost more than the original electronic resource.

2. Blogs, RSS, and other new technologies – what’s their status and how we might use them – Tom Minton

- RSS is a way to post information people can selectively pull in if they choose to. A separate server is desirable when looking at providing this service. Currently a server at another college is utilized in order to provide this service.
- The Bulletin Board is supposed to be back up and functioning at the end of this month.
- Tom reviewed Blogs currently being utilized by various library departments.

3. IM Update – Jana Ronan

Jana Ronan provided a GAIM update. GAIM allows librarians to work with patrons who are using a variety IMs. Thus far, approximately 65 patrons have utilized the service and most of them were using AOL. A “uflibrarian” account has been established on AOL, GoogleTalk, and Yahoo. The Library has a subscription to Survey Monkey until March 2006. This software will be used until then assemble IM usage statistics. Schedules are still being discussed and will be distributed by Jana Ronan when solidified. There will be a GAIM training workshop this Friday and schedule sign up sheets will be available. Jana distributed a copy of the handout that will be given at the training workshop.

4. Reports, announcements, other updates - all

- Carol Turner brought cake to celebrate HelenJane Armstrong's retirement. This is the last PSC meeting HelenJane will attend. Due to HelenJane's retirement and a Maps Library staff member being out on maternity leave after December 23rd Maps will only have two staff members, Jennifer Farrington and Robert Sprague (only been employed here 7 months). Joe Aufmuth and Jody Hewitt will be helping out on an as needed basis.
- ILL holiday lending will go lower case effective December 16th. Regular lending will resume January 2nd. Borrowing requests will still be accepted but a notice will be put up stating that most other institutions have stopped lending so the requests may not be able to be filled.
- The 500,000th and 500,001st map exhibit is up through tomorrow. Meeting attendees were encouraged to stop by and see it.
- The Circulation Policy Committee is considering the possibility of increasing library fines for reserve materials and videos. The committee feels the current fines do not serve as a deterrent. The following alternatives have been discussed by the committee:
 - \$1 per hour for reserves and videos
 - \$2 a day for recalls
 - Forgo imposing fines and instead place a block on the accounts immediately and bill for the cost of the item with a non-refundable fee. It was also pointed out that testing would need to be conducted to access the impact of blocking on remote access.
 - In order to make this change is a university regulation. The process requires the library to submit the change to UF's General Council Office by the end of the year for it to be discussed at the Board of Trustees meeting in March 2006. There is a meeting on Monday with front line circulation staff to access how changing the fines could impact workflow.
 - It was pointed out that if this is a reserve items problem perhaps it should be addressed differently by increasing reserve loan times or requiring more copies of items be placed on reserve.
 - It was pointed out that staff are sometimes at fault because materials are not always checked in in a timely manner.
 - After much discussion it was decided blocking would be explored however it may be too late to make a decision by the end of this month in order to get it to UF's General Council Office.
- Carol Turner mentioned the email she forward about ATTV video opportunities. There is a meeting scheduled in early January 2006.