

**Public Service Steering Committee  
Minutes  
October 18, 2006**

**Members Present:** Rich Bennett, Lori Driscoll, Carol Drum, LeiLani Freund, Amy Polk, Jan Swanbeck, and Carol Turner

**Guests Present:** Brian Keith

**1. Classification Project: Brian Keith**

- Brian reported on the work of the Staff Structure Reorganization Committee. This group looked at the staff structure classifications for the paraprofessional positions specific to the libraries and came up with a modified staff structure. This has been reviewed by Library Council as well as leadership from the Legal Information Center and HSCL and has been approved. Salary survey information is currently being worked on, survey from ALA has been received and will be reviewed.
- Two documents were passed out. Both are available [here](#).
  1. Staff Classification Structure
  2. Examples of Duties
- Main issues that are being dealt with right now:
  1. Establishing what the pay grades for these classifications would be.
    - Working with Kim Schares, Assistant Director, UF Classification and Compensation at HR. Currently working on what the pay grades will be.
    - The piece that needs to be addressed in-house is to determine where these positions fall within the classifications. Brian has been conversing with the directors about this and they will be working with the Chairs within the divisions. What needs to be determined is for each of the staff positions, if they're in the appropriate classification, if they don't fall into paraprofessional roles, if they should be in a paraprofessional line, which one would be appropriate. There are currently some titles that have been used for a multitude of positions/duties that requires that these be analyzed based on position and actual duties, not by the individual in these positions. The way that the divisions will approach this is that Brian, division directors, and individual department chairs will review the position descriptions and capture what the duties are. Based on descriptions in documents listed above, they will determine for each position what the classifications should be. Position descriptions are mostly electronic and are being completed electronically now. Individuals' names have been removed from these documents so that the judgment is based on the actual position rather than the person in it. These will be available for areas shortly.
  2. There are some commitments on the part of the libraries:
    - With regard to salaries: If someone's position is classed at a different pay grade, they will not go backwards in pay. This is not a requirement of the University, but will be honored at the libraries.
    - With regard to minimum qualifications: Regardless of what new minimum qualification in a classification may be, those in positions now will be grandfathered in.
    - While the primary focus to date has been the paraprofessional positions,

the other positions will be reviewed for proper classification and some relative market equity.

3. Decreasing use of generic titles (such as Program Assistant) is desired. The committee discussed the concept that people's relevant significance, relevant expertise required and responsibilities be captured in order to reduce the number of these position titles and be able to better incorporate staff into revised structure.
  4. Differentiating people whose positions require 70% or more of their time to go to technical expertise and duties, to determine whether these individuals are IT people working in library positions, or library positions that are handling IT duties.
- Roles in process:
    - Brian: To oversee process
    - Division Directors: To maintain equity and fiscal soundness across departments
    - Group: Be conscientious of detachment required of individual serving in position and current classification and/or required changed classification
  - Compensable factors: These will be factors that will be used to consider where someone falls once we establish the start for specific positions and how people will fall once they are placed in these categories.
    - Years of applicable service
    - Relevant degrees
    - Measure of performance (evaluations)
  - USPS/TEAMS factors: This change cannot be imposed onto USPS employees. USPS employees will have the option to migrate into this system (and therefore convert to TEAMS). No more USPS employees will be hired into these positions. There are a fair number of USPS employees within the libraries. TEAMS employees in these positions will convert.
  - Timeframe: Brian emphasized that this part of the process needs to take place as soon as possible (4-6 weeks) as he is ready to move forward to begin mapping these positions/classifications. There are about 160 people that will be looked at. Posting of positions with regard to class title will not change until process is complete with the exception that only TEAMS employees will be hired unless there is a specific request for a USPS employee.
  - Position Audit: Central Training & Development will come in and audit positions and establish levels of competency and establish training curriculum specific to paraprofessional library work. There will be a tracking system/testing for trained skills.

## 2. Public Computers Management Team

- Document was passed out and can be seen [here](#).
- Amy raised the question as to what extent these team members can be utilized/borrowed in other areas. There were differing responses, the group agreed that it would be beneficial for Amy to meet one-on-one with the department heads to better understand and discuss the availability and/or limitations of individuals of concern.
- Now that group has been established, meetings will be arranged and begin taking place.
- Minutes will be posted in Public Folders in Outlook. The group requested that the access be public, whether it be a webpage or public folders.

### 3. Research Gateway – next steps

Beta status has been lifted. A lot of issues still remain, such as training, structure, etc.

- There are three points of access to E-Journals currently, Research Gateway, Serials Solutions, and the library catalog. It needs to be decided as to what the access should be.
  - Carol D. asked what the advantages are for using E-Journals in Serial Solutions? Rich replied that he sent an email previously about this matter specifically and offered to share and went on to explain that the data is better and maintained better. Another aspect is that we are already going to point to data in Serials Solutions in records from the catalog. Adding a third approach would add complexity. He summed up by explaining that when looking at all the issues objectively, that continuing to depend on Serials Solutions and its integration with the library catalog for the next calendar year makes the most sense. Ultimately, it would be best to shift dependence on SFX so that then we don't maintain two different knowledge bases, but Rich is willing to do so since he feels that the data is so much better.
  - SFX will be maintained permanently.
  - A main concern is to make the access and results less confusing to patrons. It was consensus that there should be either Serials Solutions or Research Gateway rather than both. What is lost in doing away with the Research Gateway journals access is that the Journals part of myspace won't be available. That is the only thing that would be lost. The other alternative would be to link from Research Gateway to the Serials Solutions interface.
  - It was the group's consensus to take E-Journals out of Research Gateway/myspace. The button would remain but would point to Serials Solutions/SFX data.
  - The Quick Search box and its functionality is an issue that the Resource Navigation Group should tackle.
  - Carol T. said that she would have Tom do a mockup page showing radio buttons rather than a drop down menu and another page with default text in the drop down menu "Click to Select" instead of having "Find Articles and Books as the default.
- What is the role of the Resource Navigation Group?

### 4. Revised charge and role for Resource Navigation Group

- Draft document of committee was passed out with revised charge, etc.
- The question was raised as to if chair/co-chair is still a desirable/effective method to lead this group. It was agreed that rather than chair/co-chair that it should be chair/asst chair with intent of the asst chair to lead group the following year.
  - Carrie Newsome was suggested by Carol D. for Assistant Chair.
- Both Tom and Rich who have lead roles as Web Manager and Electronic Access Services Coordinator have been members of this committee in the past. The charge of the committee is shifting to one that seeks user feedback and then makes recommendations. It's desirable to try to look at our web presence with new eyes, and it's difficult to do that if you have played a lead role in developing it. Consequently, both Tom and Rich will no longer be members of the committee but they will be available for questions from the group. Carol T.

agreed to include statement about consulting with both Tom and Rich to be a regular occurrence.

- Inclusion of HSCL and LIC members? It was suggested that the offer be made for these areas to be included but not required, as they have served in the past. Carol T. agreed to send revised document to these areas and ask for participation.
- Training: It was agreed that this group should be in charge of developing and leading training efforts. As is, the instruction committee met and Shaun Saxon volunteered to develop training for the Research Gateway for library instruction. There is a need for the committees to communicate and more input be had. Rich volunteered to spearhead training from a technical standpoint.
- Focus on broad issues that were originally in mind, but more focused on user needs.

#### **5. Communication with staff relating to web changes**

It was agreed that the bulletin board should be utilized. It was mentioned that the bulletin board issue should be brought forth to the communications committee and perhaps have a training session offered to promote use. It was also agreed that the communication of changes should be part of the documented responsibilities of the Resource Navigation Group.

- It was suggested that the use of the Bulletin Board be an agenda item at the next Library Council meeting.
- The recommendation was that a week's notice will be given, on the bulletin board, for major changes to web pages and resource links.

#### **6. Information Point Issues**

This issue will be discussed between the two desks and discussed at a later date on a more global level.

#### **7. Printing Issues**

Amy reported that there would be a phone call between Xerox and an outsource company. The person that will be spoken with is someone that was part of the original team here at UF 3 or 4 years ago and offers that if he cannot fix the problem on the phone that he will fly here from his location to assist.

- Suggestions for lessening the burden on patrons were offered such as offering a cd/disk to the patron or printing from the desk. Carol D. mentioned that they were already doing this when printing is down.
- Is there a possibility for campus subsidy printing? It was suggested that this be a topic for Library Council to discuss and perhaps come up with other options for printing.

#### **8. Student Supervisors Support Group**

There was a committee a year ago that wrote the report. The support group has been meeting. Carol T. posed the question if there should be something more formal than just a support group. There is an open invitation for a member of that group to attend these meetings, but attendance has been lacking. There does need to be a stronger link/formal tie with this group due to the importance of student supervisors. There was some question as to the training, if it was advertised, evaluated, attendance, etc, and if this group could have some input into that training.

- Some feedback from students was obtained on a very informal basis from the MSL students; Carol D. suggested that this kind of feedback be gathered in the future from other students.
- It was mentioned that this group put forward their desire for it be an informal support-style group rather than anything formal. It is the concern that people will not speak as freely if it is in a more formal capacity.
- Carol T. posed the question of if there should be something for the spring semester. It was suggested that training modules be provided rather than more meetings.
- It was agreed that if the group is going to be informal, that formal training should not result from those meetings, but rather involve Public Services.
- Carol T. agreed to check into who would be attending the PSC meetings.

## **9. New books**

Lori explained that the issue of the New Titles list being put out to the public has gotten wrapped up in e-mail notifications of patrons, and the two are not really linked. It is a very complicated process and will not be done by the time the newsletter comes out. Carol T. assured Lori that this was/is not an absolute deadline.

- Rich added that he didn't think that there needed to be a follow-up article and just to put the titles up. It would be more of a "soft-launch" rather than something advertised.
- Lori asked if there could be a link to the current email form for rush request put up.

## **10. PSC Agenda**

- Revised Resource Navigation Committee documentation and details.
- Research Gateway mockup of pages will be presented.
- New Book Title list.