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

Members Absent: Carol Drum

1. Updates and Status Reports

a. Staffing
   - Robert Sprague has been hired in the Map and Imagery Library.
   - Damon Austin’s official last day in MSL is September 29th as he has accepted a position in Maryland.
   - Missy Shoop was promoted to Access Services Evening Supervisor replacing Matthew Daley. Her vacant position will be filled with OPS staff until Library West reopens. At that time the position will be filled as a permanent LTA position.
   - Katie Loffredo has been hired in ILL. She was employed by the Heath Science Center Library.
   - Sara Gonzalez will begin employment as a MSL Science Librarian October 3, 2005.

b. Student employees
   - Carol Turner asked how student employees are performing since the initial Student Supervisor Support Group Meeting and Carol Turner’s request for PSC members and their staffs to use the “Service Guidelines for Student Assistant” to define expectations for students during the hiring process. It was noted the most recent Student Supervisors Support Group meeting was cancelled without explanation. The focus in MSL has been on hiring; therefore there has not been time to implement the formal training process. It was also noted that Access Services and the Education Library have been without student supervisors for a while. PSSC members were under the assumption that the Student Supervisors Support Group would begin meeting with students. Carol Turner has a meeting scheduled with Trudi DiTrolio about the group’s status.

c. Instruction
   - On the first day of ENC classes Marston was open at 7:15am. There were long lines of students requiring activation. Pam Cenzer is going to asked Paul Victor to remind students to have their cards activated prior to the first day of class.

d. Public computers
   - The Public Computer Task Force has developed and will be implementing a team approach for setting up the public computer interface. They are scheduled to begin work in Documents this Friday, September 23rd. A suggestion was made to postpone the work in Documents and instead hold an organizational meeting with the task force members and their supervisors. This will ensure task force members and their supervisors are on the same page and will also allow time to institute signage to notify patrons when/what
workstations will be affected.

e. Other

2. **Electronic resources for friends page (Dale Canelas request)**
   - Dale Canelas requested a page be created that would direct “library friends” aka non UF affiliated patrons to electronic resources freely available to the public. Gary Cornwell will check with Colleen Seale to see if any HSSS staff are available to work on such a page. Jan Swanbeck will also check with Shaun Saxon and Pam Cenzer will mention it to Carol Drum. Rich Bennett will provide Carol Turner with some examples of the information that could be highlighted on such a page.

3. **Copying, Printing Scanning**
   - Since the Copying, Printing and Scanning Task Force issued their report there has been further development with the Xerox contract. Carol Turner thought the contract ended in 2006. It actually ends at the end of June 2007. The library has been losing thousands of dollars due to low usage compared to use estimates used during the initial contract negotiation. In attempt to lessen the monetary loss currently being suffered use estimates are being reduced and Xerox will reduce their staff by 1 FTE which will result in a longer repair response time. Library staff members will need to become more aggressive in suggesting alternatives to copying. Bill Covey is waiting to hear from Xerox as to when the changes will occur. No contract changes have been made to address copying when Library West re-opens. It was noted that it would be good if patrons could use their Gator One cards to pay for copying and printing such as in the Law Library. It was also noted that patrons will have to have the ability to print from microform machines.

4. **Public Services technology support needs initial discussion**
   - The current liaison program model exist with library staff members (library wide) being assigned a certain percentage of their time to fulfill liaison duties. There are questions about how much support Systems should provide in the current model. The following topics/concern were discussed:
     - The current Systems Liaison model is not working in ILL as Systems still has to provide a lot of support whenever upgrades are applied and the ILL system seems to be down more than up during these times.
     - Should not be requiring such a level of technical knowledge from staff in positions that are not IT oriented without providing appropriate training. Such training not occurring.
     - Reassigning PS lines to Systems – Committee members worried about response time and felt such positions would need to be dedicated to solving PS problems.
     - It would be good for PS to inventory the type of programming and other systems support needed -- such as ILL, E-Res, Aleph, IM, program to manage storage facility, self check-in and possible support for compact shelving issues.
     - An assessment of how much FTE is assigned to systems liaison duties is needed. It was noted this has already been done via
the library staff work survey. Bill Covey is supposed to be compiling the information.

- Is a staff exchange with Systems possible?
- How do other peer institutions handle systems support?
- This is not solely a PS issue and needs to be discussed in conjunction with Technology Services. Perhaps during a Joint PS/TS Meeting. Carol Turner will outline the above issues and talk to Martha Hruska.

5. Agenda for next PSC meeting
   - Director of Development Sandra Melching will discuss fundraising.
   - LAD move update
   - PR & Marketing Update

6. Other
   - Committee members believe a response is needed in reference to the Alligator Article about a Starbucks in the Library. Members also believe library administration need to become more flexible to the idea that a Starbucks is going to be in the library.
   - Committee members believe advertisement needs to begin about the re-opening of Library West, the dedication ceremony and the value of the services that will be offered in the new building. Carol Turner will ask the directors who will be involved in planning the dedication ceremony. She noted that there will be a formal ceremony at some time after the building re-opens, but we should also be planning more informal welcomes for UF students, faculty, and staff.