Public Service Council
Minutes
May 25, 2005

Members Present: Rich Bennett, Gary Cornwell, Robena Cornwell, Chelsea Dinsmore, Lori Driscoll, Carol Drum, LeiLani Freund, Ann Lindell, Patrick Reakes, Jana Ronan, Colleen Seale, Jan Swanbeck, Carol Turner, and Ben Walker.


Facilitator: Betsy Simpson

Guests: Matthew Daley, Michael Dietz, Margeaux Johnson, and Shaun Saxon

1. Student Employee Service Quality Team Presentation
   - Matthew Daley, Michael Dietz, Margeaux Johnson and Shaun Saxon presented the Student Employee Service Quality Team report and recommendations.
   - The team recommended the creation of three groups:
     - Public Services Seminar Planning Group
     - Web-Based Training Group
     - Supervisor Support Group
     Membership suggestions should be sent to Carol Turner and she will begin drafting very defined charges.
   - A suggestion was made to send new student employees to the General Library Orientation as well as to specific student orientation classes given Library Instructors.
   - A suggestion was made to create a Web site geared toward student employees.
   - PSC members should encourage staff to review the Student Employee Service Quality Team’s website.
   - PSC agreed to support the Performance Guidelines and Service Guidelines included in the report.

2. Reports and Updated
   - The new MSL phone numbers are listed in the staff directory. The old numbers are forwarded to the new numbers. The phone trees are not functioning yet.
   - The Music Library will now open at 1pm on Sundays.
   - The Metalib test version should be up for staff to use within the next couple weeks.
   - Rich Bennett will offer Web OPAC sessions on Friday, May 27, 9a-10a in MSL 107 and Tuesday, May 31, 3p-4p in MSL 107.
   - Leonardo Tolentino has begun work. He is in Bonnie Cowart’s old position, supervising stacks maintenance, currently at ALF.
   - The Public Relations and Marketing Committee will meet with interested staff on Monday, June 6th.
   - The Copying, Printing, and Scanning Task Force began meeting yesterday.
   - A meeting to discuss public computer updates is scheduled Friday, May 27th.
3. Future agenda topics
   • The next PSC meeting will be July 6\textsuperscript{th} and the Library Instruction/Information Literacy Team will give a presentation. John Ingram will be invited to attend.