Members Present: Rich Bennett, Gary Cornwell, Trudi DiTrolio, Lori Driscoll, Carol Drum, LeiLani Freund, David Fuller, Barry Hartigan for Shelley Arlen, Barbara Hood, Ann Lindell, Jim Liversidge, Iona Malanchuk, Carol McAuliffe for Helen Jane Armstrong, Patrick Reakes, Jana Ronan, Robert Shaddy, Colleen Seale, Jan Swanbeck, Carol Turner


1. Discussion with Trudi DiTrolio on Training Needs for Public Services Staff

- Trudi reviewed results of the staff development needs assessment questionnaire and additional ideas from the Library Council session. (See attached)
- Our staff development program is one of ARL’s best practices.
- Trudi spoke in general terms about training and the philosophy of staff development. She asked council members what they think is needed in upcoming training. Suggestions were:
  - Prioritizing
  - Individual workflow organization
  - Time management
  - It was suggested that new employees be trained on three tracks. For example, a reference track, technical track, and circulation track. Some type of Reference Challenge and Circulation Challenge might also useful. MSL is planning to implement these suggestions which are in line with the balance scorecard objectives for cross training.
  - Student orientation and training
  - Troubleshooting - geared toward public service staff that will provide support to users in the information commons area.
  - Managing change
    - Find a way to get employees to accept changes
    - Give employees the whole picture of the changes that are being made
    - Explain to employees their role in the changes
    - Give employees a way to ask questions in relation to the changes
  - Formalized mentoring program
    - Tenure track mentoring
    - Non-tenure track mentoring
    - TEAMS
  - How to mentor
• Customer service training
  • Trudi suggested establishing individual learning plans and gave an overview of Yale’s model.
  • Priorities for training this summer
    o Managing change
    o New employee orientation
    o Mentoring
    o Troubleshooting – PSITC will work with Trudi on this training

2. Gold Star Recognition – Gary Cornwell

• Gary is going to start giving a gold star to an employee who was helpful, gave good service, etc. The employee will wear it for one week and then the employee would pass it on to someone they observe giving good service, etc.
• Names of recipients could be listed on the FISH webpage.
• Carol Turner suggested that an email be sent to all employees explaining what the gold star represents.

3. My ufl.edu and its library pages – Rich Bennett and Barbara Hood

• There was a quiet roll out in March 2003. A big roll out is planned for August 2003. The University is moving toward everyone having a need to come through this portal to do at least some of his/her work everyday. They are intending on this being a major information portal as well as a functional portal.
• Each user will be able to select the information they want to view on their individual pages (although UF will require that some information be on all user pages).
• To sign on to my.ufl.edu go to http://my.ufl.edu/
• Rich and Barbara encouraged everyone to submit ideas for possible posting for the library pagelet. The information should be in an electronic format that can be copied and pasted and should be submitted to either Rich or Barbara. Rich distributed guidelines for submitting information to him or Barbara. (See attached)

4. SFX plans – Rich Bennett and LeiLani Freund

• LeiLani reviewed an SFX demo. LeiLani and Rich attended a two-day training session in Tallahassee for the purpose of learning how to set up SFX at UF. The targeted implementation date is planned for Summer B.
• If a patron is in one of our databases that has some full text but not all-full text an SFX button will appear on citations that we do not have full text for. SFX enables the user to go out to any of our services and pick up the article in full text if it is available.
• During a PSPC meeting it was decided to use a generic button and schools will be allowed design their own menu.
• This program is very user friendly.
5. Update on e-reserves and Docutek – Lori Driscoll

- We have decided to purchase Docutek and are negotiating a contract. Servers have been purchased. Judy Harrell who has done the copyright aspect is moving over to Access Services and will be helping Lori to implement the program. The targeted implementation date is Fall 2003.
- A reserves group has been assembled to look at the current policy and procedures.
- In preparation of this we have been looking at high-speed scanners to do ILL and e-reserves processing in the branches. A model has been selected and one will be purchased for each of the branches that do ILL and e-reserves.

6. Update on moves and plans – Carol Turner

- Due to moves, a lot of materials will become unavailable to patrons. This will impact ILL and reference. The OPAC display will change in an effort to convey this information. Materials that come out of the 1st floor in MSL, unless they are identified as high use and pulled in the next two weeks, will be boxed up and become inaccessible until approximately 6 months after we have a new storage facility. These materials will be stored in Room 100 starting in two weeks and that room will not be available to the public. Steve Shorb is looking at other places the materials could be stored. He is also looking into getting wireless in MSL and putting ports in other parts of the library. Social Sciences and Humanities Collection Managers will be identifying high use materials and pulling them. These materials will be re-classed, and the Social Sciences will be moved over to Library West. On May 19th the 1st floor in MSL will be shut down and a paging service will be started for journals. The conference room in MSL will be available and a path available to Maps. In summer, some student seating will be moved into the hallway by Systems. Music materials identified by Robena Cornwell will be moved to LAD. Documents on the second floor of MSL are still there. The NASA and the NACA at MSL have been pulled out of compact shelving and put on other shelves. The state documents will stay where they are for the time being. When we get a storage facility the other United States state documents will go into that facility. Materials that came out of our IFAS facilities are currently being digitized.
- Professional movers will move the Deweys and journals from MSL. Staff will be moving the rest of the materials.
- Public relations will be very important during this period. Signs and FAQ documents should be created to explain what is going on to patrons and staff.
- There is a new committee that will meet tomorrow to address management issues relating to the new storage facility.

7. Reports, announcements, future agenda items

- Alice Primack is out due to medical reasons. Her return date is TBA.
• At the end of summer there will no longer be a Web Luis Academic Index or Business Index. This content is available directly from GALE. As part of FCLA and NERDC’s strategy to move FCLA files off the mainframe these things are going away. The version directly from GALE actually has more content.

• They are also looking at PsychINFO and by the end of this year it will be on some other platform since they are starting to deliver all of their data in XML and that is not compatible with what FCLA can do with Web Luis. Shelley Arlen is the public Service representative on that taskforce. They are currently looking at 4 vendors. If anyone has strong feelings about this please contact Shelley Arlen.

• Tomorrow, May 8th from 11:30a-1:00p there will be a retirement party for Mary Singley, Sherman Butler, and Priscilla West in the Library West Staff Lounge.