Public Service Council
Minutes
September 3, 2003

Members Present: HelenJane Armstrong, Rich Bennett, Pam Cenzer, Gary Cornwell, Robena Cornwell, Lori Driscoll, Carol Drum, LeiLani Freund, David Fuller, Barbara Hood, Ann Lindell, Iona Malanchuk, Richard Phillips, Alice Primack, Patrick Reakes, Jana Ronan, Colleen Seale, Jan Swanbeck, and Carol Turner

Members Absent: Shelley Arlen, Robert Shaddy, Robert Singerman

1. Triage Results and Beginning of Semester Update – Carol Drum
   - Monday, August 25th was busy. Most of the questions asked were directional or pertained to Xerox. Incorrect campus maps are still a problem.
   - Triage services were not needed the week before classes started. The slowdown was attributed to the new Reitz Union bookstore location, the HUB food court being closed at that time, and the individuals walking around with signs offering directional help.
   - HelenJane noted that the Design courses are now including the Map Library and Government Documents in their assignments.

2. Research Assignment Requirement – Carol Turner
   - See www.aa.ufl.edu/aa/aapers/TNP0304.pdf, “Guidelines and Information Regarding the Tenure, Permanent Status and Promotion Process for 2003-2004” I(1), paragraph 4: “All tenure track faculty will have some portion of their time assigned to research unless alternate assignments are approved in advance by the appropriate Dean and the Provost.”
   - This topic was discussed at the last Library Council meeting. Dale Canelas reminded department chairs that they are required to and should be making research assignments for their faculty. Research assignments should be reflected on semester faculty assignment reports.

3. E-Reserves – Lori Driscoll
   - Lori Driscoll reviewed the E-Reserves web page at http://eres.uflib.ufl.edu/ Most of the library branches have pilot project participants that are being trained. There will be a presentation of the system to all library staff. Faculty will receive training towards the end of the semester. Lori will be working with Jana Ronan to use E-Reserves for Freshman English.
   - Ann Lindell reported problems with the waiting period for items posted to E-Reserves. It was decided that the document-posting feature would be turned off so that postings display immediately.

4. Freshman English Update – Jana Ronan
• ENC 1101 - Content that was normally presented live in class is being videotaped and will be broadcast on streaming video. A script for how the catalog works is being worked on and will be broadcast on the 15th.

• ENC 1102 – Entries are being created in E-Reserves for links to packets that contain a variety of publications.

5. Information Commons Pilot – LeiLani Freund

• Ten to twelve multimedia workstations are being equipped with Microsoft Word, Excel and PowerPoint. Zip drives are being installed on three of these machines and CD burners on another three. Streaming video is also still available on these computers, but patrons must supply their own headphones. The next step is to install two scanning workstations.

• Special Collections will have a scanner in their public area as part of this project. MSL is in the process of installing CD burners on several more machines.

6. Documents Move – Jan Swanbeck

• Science documents will move on September 10th – 12th. Documents staff will move to MSL during the first week of October and the documents collection will move during the second week of October. Signs about the move have been posted.

7. Library West Moving Plans/Transition Monitoring Team

• Library West will be closed to the public at the end of the fall semester. It is hoped that the collections will be moved to storage by March 2004. Circulation aims to have 24 hour turn around time for book retrieval and hopes to make three runs a day to the storage facility.

• Concern was noted about Personnel being located on the 4th floor of Library East during the Library West construction being that there is only stair access to the fourth floor.

• The Transition Monitoring Team (TMT) will be meeting every Thursday from 3:00p-4:30p. The team will hold a staff update session every other Friday in the Library West Staff Lounge. The first update session is planned for this Friday, September 5th at 3:00p.

• There has not been any further discussion about an electronic classroom.

• It was suggested that a group look at the possibility of putting computers in MSL 107.

• ILL is considering not allowing requests be made during the December closing. Carol Turner suggested leaving it open this year to see how many patrons use the service during that time period. RefeXpress puts an out of office reply up during those kinds of periods.

8. LibQual Results – possible consortium questions (media, instruction, awareness)
• The libraries’ overall rating was OK. The negative comments surrounded the cost of photocopying and noise levels. There is a possibility of a consortium with the other SUS libraries. If this is done then we have the opportunity to add 5 questions. In reviewing questions that other places have asked the three following areas were of most interest to the SUS: media, instruction, and public relations. Three of the original survey questions are being removed so the addition of three questions would not make the survey any longer.
• Concern was noted about the expense of conducting the LibQual+ Survey given the budget constraints for the Library West construction.

9. Workshops

a. Difficult Patrons

Trudi DiTrolio has been working with Nick Vellis in the UPD about presenting a workshop about dealing with difficult patrons. A workshop has been tentatively arranged for September 9th and will be offered at times during the day to accommodate different shifts. The sessions would be approximately 1-1 ½ hours long.

Concern was noted that the security cameras do not function in a fashion that is needed.

It was suggested that internal emergency/disaster procedures be reviewed.

b. Branding

SLA is giving a teleconference on September 24th or 29th that will be broadcast at the HSC from 2:00p-3:30p about marketing/branding libraries. Barbara Hood is going attending.

10. Other

• SFX – Rich Bennett
  o SFX has been turned on in Cambridge Scientific and ABC CLIO American History and Life. Rich Bennett will notify all library staff about the service. He noted that SFX does not work with all services.
  o Eventually Rich hopes to link SFX via open URL into ILL for materials that we do not have full text for. David Fuller noted that there have been problems with First Search using open URL in ILL.
  o Rich is not sure how SFX functions with RefeXpress. He noted that it works with Easy Proxy.
  o Rich hopes to incorporate a message on the problem report page that alerts users as to which databases we know will not work with SFX.

• Map Brochure – HelenJane Armstrong
o There is a new brochure available for the Map Library.
o The second part of the grant to digitize aerial photography was received. UF has the only aerial photography for Florida outside of the national archives.
o The DLC has finished digitizing the Sanborn Maps of Florida. They are now working on programming.
o More information is available at [http://susdl.fcla.edu/collection.html](http://susdl.fcla.edu/collection.html)

- **OPS Budget – Carol Turner**
  o The departmental OPS budgets are the same as last years budgeted amounts.

- **Theses and Dissertations**
  o The theses and dissertations that were located in Special Collections on the 4th floor Library East have been moved and are now inaccessible. Rich Bennett is working on the location codes that display in Notis. It was noted that advance notice of the move would have been better. Public service staff at service desks should be informed not to refer patrons looking for Theses and Dissertations to Special Collections. If the Ph.D. is from 1997 or later it is available online. Concern was noted that somehow the 500 Dewey’s, theses, dissertations, and Undergraduate Honors Theses need to be brought back out of storage as soon as possible.

- **Video Collection**
  o The video collection will be moved over to Library East during the construction.