Public Service Steering Committee
Minutes
March 17, 2004

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

1. Position vacancy

   • The search to fill the position vacated by Mary Gay Anderson closed on Monday. Jan Swanbeck is chairing the search for Kate Lee’s position.

2. Greater University

   • Carol Turner noted that there was an article in the Alligator stating that UF President Bernie Machen is expected to announce sweeping administrative changes at Thursday’s Faculty Senate meeting.

3. Gator Roundtable meeting

   • Interim Vice President for Student Affairs Mike Rollo has invited a library representative to the Gator Roundtable meeting tomorrow night. This is a question and answer type meeting that is held once a semester. President Machen, student leaders, and various members of campus are expected to attend. Lori Driscoll will attend the meeting and submit the following two questions:

   1. How has the closing of Library West affected computer access?
   2. How are patrons finding and getting the books they need that were in Library West?

   • Mike Rollo is going to set up another informal meeting like the one previously held in Tigert.

4. William H. Riffee, Ph.D. Dean, College of Pharmacy

   • Vice Provost for Distance and Executive Programs Dr. William H. Riffee is very interested in copyright compliance and in assuring faculty are aware of copyright policies. This week Chris Sessoms, who is coordinating a group working on the TEACH Act and copyright compliance, sent an email containing copyright information for UF faculty mounting course material on the web. The email contained links to the Library’s distance learning page and the page created by Lori Driscoll off of the electronic reserves page that deals with persistent URLs and linking to the different databases. It also contained a question as to if there is a specific library staff member that can give people permission to put content on the web. Carol Turner thinks anything can be linked to however she does not think putting up content from our databases complies with copyright law. She will check with John Ingram about license agreements. Carol T.
will provide the Circulation Policy group with copies of the email at this afternoon’s meeting.

5. Planning Issues

- Department Chairs were asked to draft planning issues reports. Once Carol Turner has all of the reports she will distribute them to PSSC committee members in the hopes of developing a more focused document to present at the next PSC meeting.
- There was much discussion about the planning issue reports.
  - **Carol Drum** -
    - Aleph implementation
    - UF Bridges implementation
    - Switch to electronic library. This will have a major impact on three positions in MSL due to a decrease in binding.
    - Retirements and staff turnovers in paraprofessional fields.
    - Distance learner liaison needed.
  - **Carol Turner**
    - Wants the library to remain a vital role with the switch to electronic resources and services.
    - Key elements - Defining the libraries role on campus, defining the libraries relationship with other campus entities, and how well the libraries are marketed.
    - Utilizing electronic resources by way of integrating the libraries into courses. Provide more digitized resources with the enhancement of searchable text.
  - **Lori Driscoll** –
    - Believes Aleph will have a positive impact by automating staff duties. This will allow staff to provide more direct patron services.
    - Desire to do more digitization and work with the DLC to identify pre 1923 works (requested for ILL) to digitize.
    - Work on creating a campus document delivery service and revisit a fee based non-mediated document delivery service for faculty.
    - Look at libraries role in copyright issues and develop services that might offer assistance with copyright issues.
    - Retirements – The only DROP staff member has already retired however a number of young staff that have been really good will leave in the next couple of years due to graduating spouse.
    - Storage – Immediate plan is to plan the collection move back to Library West (most of the reclassification will have to be integrated at that time) and for making ALF a high-density facility.
    - Let Collection Management staff know that Public Services staff members want to participate in outreach meetings with academic departments to inform about reference service.
  - **Gary Cornwell** –
• Hope that ALEPH will allow us to take advantage of emailing capabilities, distribution of reports and fines.
• Since UF Bridges is outsourcing personnel activities perhaps a library wide evaluation of Library Human Resources Department is warranted to define HR and individual department responsibilities.
• Concern about deterioration of branches.
• Training concerns – UF is using the libraries’ training rooms but several library staff members could not register for PeopleSoft training. Carol Turner will address this issue with Trudi DiTrollo and will also clarify what sessions staff should sign up for.
• Balanced scorecard topic of rewarding staff. How can this be done in order to retain staff given the limited funding available? Carol Turner noted that the picnic is a small way to say thank you. Perhaps a recognition program could be developed by library staff development and library administration.
• Staff are concerned that complaints about environmental factors are not being adequately addressed. For example, lighting and hearing conditions in Library East lobby, excessively cold temperature at ALF, lack of water fountain at ALF, temperature in MSL 215 and 308, and the poor condition of the carpet in Music.
• Not sure what the implications are for NERDC wall plate service.
• Support for choices for directors priorities.
• What has really come out of balanced scorecard process? Nothing has been done in the last two years that wouldn’t have been done anyway. Need to review Coordinator and Assistant’s In position for possible salary increases.

  ▪ Jan Swanbeck -
  • A plan needs to be developed to justify retaining/filling DROP lines.
  • Possibly do some of what we do differently so resources could be redirected such as making classes online. Perhaps something could be created for this content and then put up in WebCT.
• If it would be possible now would be the time to close reference at Library East and only do reference by appointment. Focus on graduate students and faculty members and only provide a minimal undergrad level of support.
• Paul is meeting with Winston to run through the TILT demo. Gary has not seen the demo.

6. Next PSC meeting

  • The March 31st PSC meeting is cancelled due to a scheduling conflict with follow-up workshop to the March 2nd faculty evaluation workshop.

7. Recalls/holds
• Recall and hold request will not migrate into ALEPH. As a result the following three actions were proposed:
  1. Removal of the electronic recall/hold link from the UF Libraries Catalog.
  2. The Recall Book link on the Online Request Form webpage will go to a page with the following message:

  All campus libraries are migrating to a new library management system on May 3, 2004. Recall and hold requests will not migrate from the old system to the new system. Therefore, electronic recalls or holds will be unavailable between March 31 and May 3. Patrons may continue to place manual recalls/holds at a Circulation Desk in any of the UF libraries. If a request has not been filled by April 30 and the item is still needed item, patrons must resubmit the request in the new system.
  3. An announcement will be posted on the Library homepage.
• If possible Lori would like to keep a report of outstanding requests as of April 30. This would allow staff to assist patrons after May 3rd in figuring out what had been requested. It was noted that the physical forms could also be kept.
• Carol Turner will have the Circulation Policy Group review the paper form.
• Concern over the unilateral decision to use Recall and not Hold in ALEPH (only one can be used) was addressed. HSCL can set recall period for a due date that is later than the original due date and not send notices. This will have the same effect of placing a Hold on an item without recalling it.
• Bill and fine information will not migrate into ALEPH. Due dates could be changed to July 1st to alleviate bill and fine accruals. Carol Turner will ask the Circulation Policy Group to decide on an approach and then report back to the PSSC.
• Rich Bennett will talk to Winston about what the status of fines will be once PeopleSoft is implemented.

8. ALEPH

• Jennifer Kuntz from FCLA will be coming to discuss what reports will need to be routinely produced and answer questions about setting up reports for circulation services. Decisions about reports need to be made soon so at least minimal testing can be done in April.
• Trudi DiTrolio and Jan Swanbeck are trying to work out scheduling for the ALEPH training sessions.
• The group (headed up by Gary Cornwell) that will test the current version of the web OPAC will meet next Tuesday. Rich Bennett is signing the group members up for the LibOPAC-L listserv.