Public Service Steering Committee
Minutes
June 2, 2004

Members Present: Gary Cornwell, Lori Driscoll, Carol Drum, and Carol Turner

1. Taskforces

- Undergraduate – The Undergraduate Student Task Force developed a survey for returning students and a survey for new students. The surveys are currently being distributed to 1st Year Florida, ENC 1101 and ENC 1102 students. Marina Salcedo is going to distribute the surveys via the Mobile Library Information Booth. Carol Drum offered to distribute the survey to the senior class she is teaching next week.
- Graduate – Jan Swanbeck provided a report on the May 26, 2004 Graduate Student Task Force meeting.
- Faculty - The Faculty Task Force is scheduled to meet this week.

2. ALEPH

- Dennis Bennett reports that when using more than three key words in a search the system does not function well. It was noted that there are several searching problems in ALEPH.
- Carol Turner received a complaint about not being able to get back to the Library homepage from the Library catalog. It was noted that the back button must be used.
- Lori Driscoll has received numerous emails from staff about circulation problems. Lori noted that she is also receiving problems reports about printing, etc. Carol Turner suggested that all staff be reminded to utilize the Circulation Policy Manual and departmental systems liaison(s) when trying to solve problems. Lori noted a lack of cooperation from Systems in setting up print files. This has resulted in recall/hold email notifications not being sent to patrons. (NOTE: Efforts are still being made to resolve these problems. They are more complex than initially believed.)
- There is a problem when someone has retrieved a book but has not checked out and then returns it via the book drop. Then when the book is discharged a message comes up to place this on hold and a letter is generated to the patron. Lori noted that there are procedures in place to alleviate this problem that are not being followed. A larger group is needed to make sure that policies are being followed in all libraries.
- Jan Swanbeck and Trudi DiTrolio discussed the need for follow-up training to help with workflow and policy changes.
- A suggestion was made to get some staff members advanced training so they can serve as a resource group. Carol Turner asked for suggestion as to who should be in this group.
- Frequent circ town meetings were suggested.
- When materials that were lost and had overdue fines in LUIS are returned in ALEPH another overdue fine is generated.
• The Circulation Policy Group is meeting on a weekly basis and could trouble shoot questions from staff and patrons.
• Lori Driscoll would like to have someone trained who could hold weekly training sessions. How about getting a key person from each one of the areas meet weekly to discuss procedures that staff are experiencing problems with?
• Does a patron have to have their Gator One card if they know their 4x4 ID number? If they don’t have to have the Gator One card some type of picture ID would be required. The 14-digit number is required to log on but it might be possible to change the requirement to the 4x4 id number. If this change were made it would also have to be made in ILL due to distance learners. Computer access cards would also have to be changed. Carol Turner will check to see if there is a move toward verifying with Gatorlink account. PSITC would need to work with Systems to change to 4x4. Carol Turner will contact Bill Covey.
• Perhaps a Circulation mailbox could be created that a group of staff could be responsible for checking/responding to.
• An FAQ was suggested to be placed in the Circulation Manual.