Public Services Steering Committee  
Notes  
June 16, 2004

Attendees: Rich Bennett, Gary Cornwell, Lori Driscoll, Carol Drum, Jan Swanbeck, Carol Turner

1. Public Service Statistics

PSSC decided to continue with the sample day method. Carol Turner will work with Colleen Seale on generating new sample days.

2. Aleph OPAC Issues

Rich Bennett reported that several changes have made since STP. Most recently he put through the request to put the title search as the first choice/default for the “browse organized lists” box.

Rich reported that the gap loads have been completed, but he will verify this.

Strange messages are appearing (e.g., “borrower has exceeded number of holds”). Lori will check with Jennifer on the reason for this and will provide some specific examples.

Questions were raised about the items that carried a message “this item is no longer available” in NOTIS. We believe this is displaying without the message and without item information. It is desirable to suppress records for these materials from the public catalog. This is a topic that should be discussed with Resource Services staff.

Rich stated that it’s difficult to tell whether these problems are systemic or reflect temporary glitches in the system. PSSC agreed to report problems and concerns to Rich so he can track them and seek solutions.

The group agreed that it would be very useful to have a meeting with TSSC to brainstorm how to set up procedures for resolving problems. There is a great deal of confusion about who should report where and there is a desire for PS and TS staff to work together to share information and develop clear procedures for staff. Carol Turner will work with Martha Hruska to set up a brainstorming session.

3. Circulation Town Meeting

A circulation town meeting is scheduled for Thursday afternoon at 2:00 p.m. An agenda has been prepared that includes sharing basic procedural information and reporting problems. There are likely to be many concerns
about printing, sending messages via email, recalls, and billing. Because printing and email are not working reliably, Lori has asked Jennifer to remove email addresses from the records. For the time being, Access Services staff will print and distribute reports to individual units. The circulation policy committee will work toward resolving the current problems and developing procedures for decentralized report generation and will then schedule a circulation town meeting focusing on these topics. Tomorrow’s meeting will enable staff to state some of the questions they have about these issues.

The fines apparatus hasn’t yet been set up. Consequently, we will not be charging fines until we have a mechanism to handle them.

4. Related Issues

Carol Drum and Rich reported that the system seems to continue “printing” after a printer runs out of paper. The information “printed” is then lost. This will be investigated.

Carol Drum recommended that Preview students with Gator 1 cards be allowed to use them for workstation authentication rather than issuing them a separate card. There was support for this.

Carol Drum reported that she has been working on the trace form and will develop an online template for response that will replace the verso of the old form.

Rich pointed out the importance correctly assigning item status in Technical Services for circulation to work as it should. If the location code is changed, item status must also be changed. Procedures are needed for receipt and processing new materials that include changing item status.

Routing issues need to be revisited.

5. Other Issues

Carol Drum was approached by a Student Government rep about offering extended hours during the reading period before exams. This will be discussed further with the student. A possible compromise is opening at 8 a.m. on week-end days and extending late night hours until 2 a.m. during an extended period. This could be done with existing staff.

A question was raised about whether the libraries will close on the afternoon of the Homecoming parade as staff are being given time off. There is support in PSSC for doing this. Carol T will recommend this to the Directors.

Concern was raised about use of the outside bookdrop during the heat and rain of the summer.
Carol Drum reported that the faculty task force has met. They want to meet with various faculty groups this fall. During the summer, they plan to analyze faculty data included in the LibQUAL data. They are also investigating what might be included in a library guide for faculty that would be on the web and that could be delivered to My UFL and other web sites that faculty use.

Jan reported that Judy Russell, Superintendent of Documents, will be visiting UF on Thursday, June 24.

Carol Turner reported that a theme, “Flagship for Discovery”, has been named for the Presidential Inauguration in September. The libraries are planning an exhibit in the Smathers Library on former presidents and their inaugurations.