Public Service Steering Committee
Minutes
November 3, 2004

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

1. Role and Effectiveness of PSSC and PSC

Carol Turner introduced the topic of committee role and effectiveness, distributing the Public Services Priorities and Strategies SMART Goals for 2004/2005 as a means of focusing on key public service issues. After a lengthy discussion a decision was made that this document should be reviewed at each PSSC meeting and use it to determine what areas will be worked on and reported on at the next PSC meeting. The following three areas served as priorities and focal points for discussion. They will be focal points for upcoming PSC meetings.

- Standards for excellent customer service – especially for student employees
- Instruction
- Circulation documentation

2. Reports

- Carol reported that a PSPC face-to-face meeting is schedule for December. State standards for library services will be discussed.

- Lori Driscoll reported that ILL is currently down two key staff positions, and there are concerns about requests getting backlogged. Jan Swanbeck will talk to one of her staff (a former ILL employee) about helping in ILL. Other PSSC members volunteered to help, and Lori will talk to Shelley Arlen about the possibility of the Collection Management Department helping complete verifications.

- Lori noted that there is a need for staff to handle technical circulation issues. Most of the technical Aleph circulation concerns are landing on Lori’s desk. There was strong support for meeting this need by PSSC members including reviewing vacant lines to come up with funding to address this need.

- Carol Drum reported that the Strategic Planning and Measurement Committee is going to survey UF graduate students. Staff members involved in reference work should review this document before it is distributed. SPAM is also discussing changing the cycle for reviewing goals.

3. Agenda items for next meeting

- Review PSITC. Needs have changed, and this committee as structured and charged may no longer be necessary.
- Instruction
- Customer service quality