Public Service Council
Minutes
January 19, 2005

Members Present: Rich Bennett, Pam Cenzer, Gary Cornwell, Robena Cornwell, Lori Driscoll, LeiLani Freund, Barbara Hood, Ann Lindell, Alice Primack, Jana Ronan, Jan Swanbeck, Carol Turner, and Ben Walker.


Facilitator: Betsy Simpson

1. Faculty Survey
   - Dale Canelas attended the meeting to discuss library response to the President’s Faculty Survey. The following areas were discussed:
     - Communication methods
       - All staff meeting at Reitz Union. May have been better received if more notice had been given and it had been held in a bigger room.
       - All staff meeting held a Dauer Hall. Not a good location – acoustics are difficult.
       - All faculty meeting – The facilitator stepped in after the initial facilitator was in an accident. Results may have been better if it was structured to foster discussion and if it had been a smaller group. Smaller faculty focus groups were suggested.
       - State of the Library presentation – Helpful to do on a yearly basis.
       - Yearly college review – Dale will have these posted to the Web.
       - Dale is going to invite President Machen to speak about T&P and also how he views the Libraries.
     - Lack of faculty culture
     - Anxiety over staff/faculty departure (retirements, resignations, etc)
     - The importance of acknowledging concerns that were expressed in the survey.
   - At the Dean’s meeting this morning it was announced that colleges will have to decide if their tenure process is going to be 6 or 7 years. Once the decision is made it cannot be changed. Dale will arrange a faculty meeting to discuss what the Libraries will do.

2. Reports and Updates
   - Committee members were encouraged to look at the Library News and Updates on the web page
   - General library orientations were held last week. Electronic library orientations are being offered this week.
   - Paul Victor will be sending out sign up sheets for ENC 1101 & 1102 sessions.
   - The Library West 3rd Floor Concept Team is holding focus groups among students and faculty to get their ideas for the new computer/info commons area. The faculty focus group will be held this Friday, January 21 at 11:30a in the Smathers Conference Room. Committee members were encouraged to help recruit faculty to attend the meeting. Tara Cataldo will send out a list of faculty members that have been contacted along with their responses.
- Ann Baird has been hired into a half-time Serials position at AFA.
- Microfilm has been moved to MSL. The holdings records are accurate. Naomi Young and Ben Walker are working to correct the item level information.
- Bonnie Cowart has resigned and her last day will be Thursday, February 10, 2005.
- Gary Cornwell encouraged committee members to submit items like the above announcements to the “Tuesday Morning Update.”
- Carol Turner attended an interesting communications & marketing session at ALA. She will discuss the session with the Communications with Users Group.
- Jana Ronan attended an interesting RSS evaluation of user services session at ALA that discussed using GIS to map user behavior.

3. Library instruction/TILT
- The Instructional Task Force (Jana Ronan, Paul Victor, Patrick Reakes, Tara Cataldo) met, reviewed the charge, and decided to begin by focusing on communication and coordination. An internal Instruction email listserv will be created. Jana Ronan should be contacted with the names of staff to include in the listserv.
- The TILT Tutorial (see Libraries Homepage>Services/Instruction>Tutorial) is up and functioning properly however it requires some updating. Suggestions for changes/improvements should be sent to Jana Ronan. She will send an email to PSC when the updates are complete. Jana anticipates being able to use TILT with the Fall 1st Year Florida class. A recommendation was made to conduct a follow-up survey of students who were given TILT vs. personal instruction to determine students preferred instruction method.

4. Discussion/Action Topic – Service standards for student workers at service desks
- LibQUAL results have indicated dissatisfaction with the level of service at services desks – from student workers in particular. PSC is charged with identifying a team to develop a plan following the vision section of the Guidelines for Performance Standards at the Reference Desk (http://www.uflib.ufl.edu/ps/risc/rischome.html). The following team members were suggested: Margaux Johnson (Team Leader), Matthew Daley (MSL), Michael Dietz (H&SSS), Tisha Mauney (AFA), Shaun Saxon (DOC). Carol Turner will contact these individuals about serving on the team and invite them to attend the next PSSC meeting. Possible areas of focus for the team:
  - Knowledge base – How much should students know prior to working a PS desk.
  - Rewards program
  - Evaluations – Legal? Useful?
  - Expectations
  - Customer Service

5. Training needs
- Reference staff ALEPH training needs should be forwarded to Jan Swanbeck. She will address any training needs with Michele Crump. Michele Crump and Suzanne Kiker’s previous training documentation will be posted to the Web.