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

Guests: Matthew Daley, Michael Dietz, Margeaux Johnson, and Shaun Saxon

1. Meeting w/ group on student employment service quality

- The Student Employees Service Quality Team (Margeaux Johnson/Convener, Mathew Daley, Michael Dietz, Tisha Mauney) will review the Guidelines for Providing 5-Star Service Vision Statement, look at issues surrounding poor student service quality, and make recommendations about specific components of the committee charge. Some issues discussed were:
  - Doing homework at Circulation and Reference Desk
  - Body language
  - How to teach students to know when to make a referral
  - How to reward good service
  - Procedural inconsistency across branches
  - Goal setting to help move training along given the volume of information that students must learn
  - Creating a culture of respect and positive reinforcement
  - Keeping a record of patron comment cards to use as examples during training

The team will report regularly to PSSC and will have some initial recommendations later this semester.

2. Reports and announcements

- The temperature in MSL Room 215 is extremely hot (90 degrees) and Lori Driscoll has received staff complaints and is very concerned about staff health. She has spoken with Library Facilities but has not been provided with a temporary or permanent solution to reduce the temperature to provide staff with reasonable working conditions. She has been told that staff members are not permitted to use fans due to electrical restrictions. Carol Turner will investigate the situation. The temperature in MSL Room 206 is also very hot and the staff area behind the patron computer area in Smathers is very cold. No temporary or permanent solutions have been provided to bring temperatures to a reasonable working level.
- Although the light covers have been removed in the Smathers Library Reference/Circulation area it is still dimly lit. Desk staff still have a hard time hearing due to noise levels in this area. Carol Turner will investigate again methods to help reduce noise levels.
- ILL Librarian candidates will be interviewed on March 3rd (Nancy Gemmel), March 7th (Judy Carol Bell), and March 9th (Jennifer Cella).
- Angela Mott will host a staff Introduction to E-Res and E-Reserves Workshop on Wednesday, March 9th 3:30p-4:30p in MSL Room 107. The number of courses in the E-Res system has doubled over the past year.
The Health Science Center Library is getting the E-Res system.

- A new LibQual Survey will begin directly after Spring Break. The survey will include five Florida SUL specific questions, adjusted categories to exclude Health and Law, and a larger sampling size. Robert Shaddy will provide an update about the survey to Library Council on Thursday, March 3rd.

- Carol Drum has finished preparing the position description for an Outreach Librarian and hopes to receive permission to post in the near future. This position will work with distance learning, ILL document delivery, off campus engineering courses and off campus cataloging. The vacancy announcement will ask applicants to have an agricultural or life sciences background.

3. **Public computers – discussion of upcoming changes**

- Gary Cornwell and Bill Covey discussed security changes and the time it takes workstations to reboot. A pilot using new security settings could be run this summer. Bill Covey will meet with Mike Carlon this Friday to discuss library computers becoming an extension of OAT labs.

4. **Strategic planning and goals**

- The Balanced Scorecards were reviewed and the below Public Services objectives were identified for the 1st and 3rd scorecard.

  1.1 Improve electronic service:
  - Improve Systems support for current electronic services such as RefeXpress and ILLiad applications
  - Implement Gatorlink authentication for library applications (public computer sign-on, ILLiad, Aleph, etc.)
  - Implement public computer sign-on authentication similar to CIRCA with a pilot Summer A & B in Documents

  1.2 Positive interactions
  - Develop a program to recruit, train, and recognize student assistants with a strong public service attitude

  1.4 Process improvement
  - Evaluate existing services by unit (RefeXpress)
  - Implement ILLiad upgrade and train staff to optimize use in order to improve ILL and document delivery services

  1.5 Communicate the future
  - Continue to promote the Tuesday Morning Update as a vehicle for all-staff communication
  - (work of the Outreach Committee)

  3.5 Equip for learning
  - Improve public computing equipment and software, standardizing a basic set of applications for the Libraries
• The words “SMART Goals” will be removed from the Public Services Priorities and Strategies for 2004/2005.

5. Reference service, including RefeXpress

• Net Agents will be invited to the Wednesday, March 2nd PSC meeting to discuss how to improve RefeXpress. Three areas were identified as needing improvement in reference to RefeXpress: technical problems, staffing/scheduling, and marketing.

6. PSC meeting schedules and agendas

• Topics for March 2nd PSC meeting:
  o Reports and Announcements - all
  o Library Instruction/Information Literacy Team update – Jana Ronan
  o Student Employees Service Quality Team/PSSC meeting review
  o RefeXpress Discussion with Net Agents – 1 hour
  o Balanced Scorecards – Lori Driscoll/Carol Drum