Public Service Steering Committee
Minutes
March 16, 2005

Members Present: Gary Cornwell, Carol Drum, Jan Swanbeck, Carol Turner and Ben Walker

Members Absent: Rich Bennett and Lori Driscoll

Guest: Margeaux Johnson

1. Student Employee Service Quality Team Update – Margeaux Johnson

   • Margeaux Johnson reviewed the Student Employee Service Quality Team’s project goals, plan, and timeline. PSSC members agreed the team is headed in the right direction and should continue working as planned.

2. RefeXpress

   • Carol Turner has received additional comments in favor of continuing the RefeXpress service.
   • Bill Covey, Winston Harris, and Jana Ronan met to review the technical difficulties experienced when using the service. Bill Covey is looking into upgrading the NetAgent software to fix some of the problems. Jana will continue to work on resolving technical issues.
   • Jana Ronan provided Carol Turner with different staffing options. After a lengthy discussion it was decided that Public Service Department Heads should poll their staff to determine who wants and who doesn’t want to work RefeXpress. Carol Turner will distribute a poll to all other staff to see who is interested. A recommendation was made to include RefeXpress in annual assignments for those individuals that agree to work RefeXpress.
   • A suggestion was made to change the name to something that will clarify what the service is to potential users.

3. Public Services Goals

   • The Draft Goals for Public Services Division 2005-2006 were reviewed and accepted.
   • Goal # 1 - Carol Turner will talk with the Directors to see where the Staff Recognition and Awards Committee recommendations stand.
   • Goal #5a – To accomplish this goal the current vacant lines in H&SSS will need to be filled. An assessment of how many additional staff members would be required to have Library West open 25/5 will need to be done.
   • Carol Turner will check on the possibility of a staff walk through of the construction site.

4. Staff Budget Needs

   • Public Service Staff in each area need to access needs. Below are a few items discussed at the meeting:
     o Upgrading workstations in MSL L107 to match the machines in MSL
308.
- Removal of front lobby wall in MSL and lighting upgraded.
- Fill Alice Primack’s vacancy when she retires.
- New microform reader/printers with simpler loading mechanism.
- At least six new staff hires if Library West will be open 24/5.

5. Report and Announcements

- Cathy Mook emailed asking if CDs should be placed in DVD cases. The committee decided that if there is printed information that must be kept with the CD and it should be put in a DVD case.
- There have been some incidents of a male (dark skinned international student) approaching females in MSL. Reports are that he starts a conversation and then begins touching females inappropriately. He has been identified and the police department is investigating.
- Approximately 20,000 periodicals have been re-classed. The Dewey 600s are completed and the 800s will be next. The criteria for re-class is circulation five or more times since 1986.
- The Communication with Users Group hopes to have a library-marketing plan by April 1st.
- Carol Ross Barney (architect for LW project) will be on campus next Monday at 5p to speak at a lecture series.

6. PSC meeting schedules and agendas

- Topics for March 2nd PSC meeting:
  - Reports and Announcements - all
  - Library Instruction/Information Literacy Team update – Jana Ronan
  - Student Employees Service Quality Team Report-Marqeaux Johnson