

**Public Services Planning Committee Meeting (PSPC)**  
**Monday, January 28, 2008**  
**2:00-3:30pm**

Agenda

Attendance: Laurel Crump, Chair (UNF), Joyce Johnson (FAMU), Dawn Smith (FAU), Barbara Stites (FGCU), Sherry Carrillo (FIU), Rebecca Bichel, (FSU), Marin Dell (FSU Law), Meg Scharf (UCF), Mary Edwards (UF HSC), Phyllis L. Ruscella (USF), Jean Phillips (FCLA), Shelley Arlen (UF), Elizabeth Outler (UF Law), Michelle Foss (UF)

1. Minutes taker – Joyce Johnson ( FAMU)
2. Additions to the agenda – OPAC-TSPC Summit Report
3. Approval of the Minutes – The minutes were approved with a few changes.
4. Subcommittee reports
  - Circulation Services – no report
  - Interlibrary Loan – Michelle Foss (Chair) reported that they met to review the action plan. There are a few minor changes and the plan will be submitted today, Jan. 28. The committee will have a joint meeting quarterly with the Circulation Services committee. The first meeting will convene in March.

Action plans should be submitted by each subcommittee to the PSPC committee chair to be included in the action plan submitted to CSUL in March. The PSPC committee will finalize the action plan via listserv. The CSUL meeting will be held in Orlando, March 6-7. A representative from the PSPC committee at the local school will attend the meeting.

- Information Literacy - no report
- OPAC - no report

Subcommittee chairs will be informed of meeting dates.

5. FCLA Update – Attended the January OPAC-TSPC Summit and will share outcomes of reports. A FCLA representative will also be present for the joint call of the Shared Facility Task Force on Thursday, January 31. This is the first meeting of the task force and they will discuss the development of plans for the storage facility.

Committee members may be found on the FCLA home page under SUS Libraries. They are also available at CSUL.net.

6. PSPC Action Plan
  - Phyllis Ruscella will convene a meeting of the committee members. The committee would like to review the action plans of the four subcommittees. Suggestions for an action plan included 1) self-checkout,

2) shared collection resources and accessibility 3) design and conduct the user survey instrument 4) further develop the feasibility of unmediated borrowing and 5) follow-up on recommendations of the 2008 OPAC-TSPC Summit 6) determine parameters for the shared facility. Suggestions from the subcommittees will be incorporated and formatted into the action plan and emailed to committee members. Information from the Information Literacy subcommittee would also be useful.

- Meg – Core Questions – Barbara will resend the suggested format for the core activities via email to committee members. Meg will provide information on Assessment to the committee. It is suggested that we select three (3) topics and incorporate how each institution is currently assessing the services of these topics. Will plan an assessment for all institutions to participate in the future. Extended hours could be one of the topics assessed (User Satisfaction with hours of operation).

There is an interest in assessing the instruction programs. It was stated that the faculty would have to be involved to receive reliable data relevant to the assessment of Information Literacy.

There was also interest in a topic for Reference, (how many are using Instant Messaging (IM), electronic reference, are we continuing to grow, are we reaching the targeted audience, etc.) The smaller institutions may only participate in two of these topics. There does not have to be 100% participation of every item on the action plan each year.

Suggested topics are 1) Interlibrary Loans 2) Hours of operation and 3) Electronic Reference.

Meg will send the action item statement to the committee.

7. CCLA “User Survey Instrument “follow up” - Develop a survey where there is comparable analysis with the CCLA survey regarding Endeca. The intent is to measure the effectiveness of FCLA. The current survey questions would measure the usefulness and user perception of the catalog.

There was discussion that CSUL would develop a survey to measure the effectiveness of FCLA and this committee would concentrate on the catalog and complement the CCLA survey.

There was an understanding of the CSUL meeting that the goal is to evaluate FCLA and their services, not evaluate the OPAC, but the services provided by FCLA. The current document would not produce the desired evaluation. The suggestion is to adapt a survey that will give some indication of the effectiveness of the Endeca catalog as the interface for our catalog and electronic resources.

A question was asked if the Public Services Planning Committee (PSPC) and the Technical Services Planning Committee (TSPC) were asked to participate. It was stated that only the Public Services group was asked. The analysis is that they want to hear what the public thinks.

The committee will prepare a document comparable to CCLA survey and proceed from there. Construct ten (10) or less questions and submit for response. The challenge is that there is so much diversion among the schools' catalogs. The committee will review the CCLA survey and determine how to customize for Endeca. The CCLA survey was distributed to their end users (students, faculty and administrators).

The committee will continue to communicate via the Listserv and have several documents to discuss by the next meeting.

#### 8. Announcements

- UF (HSC) has a new Director, Wallace McClendon (UNC Chapel Hill) will begin on March 3.
- USF new Dean Bill Garrison (Syracuse) will begin on February 4, 2008. Derrie Perez last day is Thursday, January 31.
- FSU has a new HR Coordinator for the Library.
- UNF has four (4) vacant positions.

The January OPAC-TSPC Summit was well organized and attendance was at maximum. Approximately fifty people attended. Reports of the Summit are forthcoming and the perception is that this Summit was rewarding and will be beneficial to everyone represented.

Next meeting: Monday, February 25, Minutes taker – Lorelle Anderson (FAMU Law)