

Public Services Planning Committee (PSPC)
Monday, March 24, 2008

2:00 pm to 3:30 pm

Notetaker: Dawn M. Smith, FAU

Present:

Joyce Johnson, FAMU
Barbara Stites, FGCU,
Melinda Gottesman, UCF – OPAC Subcommittee,
Phyllis Ruscella, USF,
Jennifer Kuntz, FCLA,
Michele Newberry, Jean Phillip, FCLA,
Sherry Carrillo, FIU,
Laurel Crump, UNF, Chair
Michelle Foss, UF, - ILL Subcommittee
Elizabeth Outler, UF Law
Nadine Dexter, FSU
Marin Dell, FSU Law,
Mary Edwards, UFHSC

Minutes of the February 28, 2008 meeting were approved.

No Additions to Agenda

Subcommittee Reports

- OPAC (Melinda Gottesman)

The OPAC committee has placed all suggestions that came from the TSPC-OPAC Vision Summit into a spreadsheet so committee members can assist in prioritizing the suggestions.

Book jackets/jacket covers plus a clearer option for emailing, saving searches, and better RefWorks citation exporting have been placed into the temporary catalog for review. Book jackets are placed in the temporary catalog using Google Books:
<http://books.google.com/googlebooks/library.html> at no charge. An additional option the OPAC committee is looking into is putting links back to Google Books into the catalog to facilitate reading of the book online.

- Interlibrary Loan (Michelle Foss with Jennifer Kuntz from FCLA)

Circulation and ILL committees had a joint phone call with FCLA where discussion covered varied topics. One discussion was about having a representative from the Circulation and/or ILL subcommittees on the OPAC subcommittee. Specifically, to participate in the bi-weekly conference calls in which Endeca/Mango interface is being developed. However, a decision was made not to have an additional representative because each committee was already represented.

Rob Waltner gave a report on the Storage Update Task Force and sent out the URL for everyone to be able to access the agendas and minutes for the project.

The Committee discussed the unmediated borrowing proposal which a taskforce made up of ILL and Circulation committee members had put together and there were no corrections or additions. This proposal is ready to be reviewed by PSPC for recommendations or comments which the ILL committee would be happy to incorporate. The committees were hoping to get the proposal forwarded to the CSUL directors for their meeting before June. The proposal will be placed on the April PSPC meeting conference call to review and the committees will be notify of any questions before the CSUL meeting in June.

A large part of the meeting discussion centered on what people are doing to cut costs as it relates to ILL during the budget crisis.

Additionally, there was discussion about the Florida Resource Sharing Conference that Doug Hasty and Kristine Schrauger have put together the last couple of years, which has been well received. But in light of this budget crisis they are still trying to decide whether to have it or not. If they do decide to have it what can be done for better cost effectiveness. Discussion centered on when to have it, where to have it, should it be a face to face conference, where people travel to attend, or maybe do something asynchronous using webcasting software. Different options are still under discussion.

A question was raised about whether ILL departments were planning to cut student assistants in interlibrary loan? There is concern that this reduction would slow down the turn around time for interlibrary loan processing. USF noted that they were not planning any cuts. It was questioned whether UF or FSU are planning to make these types

of cuts? UF only will be able to retain/hire federal work study students within the budget that they will be given.

On the next ILL conference call the committee will be reviewing the SULs/ILL policies because the ALA ILL Code will be changing. So a small task force should be created to review the SUL ILL consortium agreements in Florida to see if the agreements need to be updated, based on the new codes coming from ALA.

A question was raised concerning why ALA is creating new codes. ALA is changing with the times – new codes are being created concerning shipping, payments, and the biggest concern - banding books vs. the sticky printed labels. Some Universities Preservation departments have expressed concerns about the sticky printed labels. They have asked ALA to add to the ILL Code that if the book does not come with a sticky printed label and is received banded that the sticky labels not be added after an ILL department receives the book.

- FCLA Report (Michele Newberry, Jean Phillip)

The temporary OPAC should be reviewed for the new features of Book jackets/jacket covers option for emailing, saving searches and better RefWorks citation exporting.

Additional work is needed with UF for their pilot project of the self check machine. Physically only one self-check machine is currently at FCLA and it will be move it to UF for their pilot. It is working and they seen books charged out using the machine at the FCLA office. Progress is being made on this project.

Discussion ensued because it was reported at the CSUL meeting that UF did not want to be part of the pilot project and USF volunteered to be the pilot for self-check out.

Clarification received from Jim Corey and from Michelle Newberry, FCLA via email after conference call.

“USF's Dean commented that they might have some equipment money for their own self-check machine and asked if they had to wait until after the UF pilot? Jim said no, we'd be happy to work with any library that wants to go forward with self-check now and not wait until after UF conducts the "pilot". FCLA's machine is going to UF.

Regarding the SIP2 licenses: FCLA will order and pay for them and bill the libraries for the cost at a later date. This will reduce the number of individual orders/payments having to go to Ex Libris.

Orders for equipment need to go directly to the vendor. So, any of you who want to move forward, let Jennifer know.”

One additional project that FCLA is working on is to consolidate and upgrade their web presence using Drupal <http://drupal.org/> an open source content management system.

PSPC Action Plan Report

Discussion centered on making the Action plan a living document and to make the PSPC committee accountable for this document. A clean document was presented to the committee during the conference call without the editorial comments.

Phyllis Ruscella, USF thought the Committee should identify who might take the leadership role on the objectives of the Action Plan. This idea was met with agreement from the committee and the following people volunteered to be the lead person(s) for the different objectives.

1.1 Collaborate with CPC to establish a voluntary cooperative collection development/management policy for federal government documents (FDLP) profiled for Selective Libraries in SUL; consider Gov Docs data miner reports. Phyllis Ruscella, USF volunteered to be lead person.

2.1 Increase patron empowerment - a. collaborate on individual implementation of self check-out system Shelly Harlan, UF representative on the OPAC committee
b. advance a proposal for implementing unmediated borrowing. Barbara Stites, FGCU volunteered to be lead person. c. Enhance patron capabilities at remote sites (other than home institution) Students have the same rights and privileges at a remote SUL that they have at their home institution. Bridgett Turnipseed was asked to clarify this objective for the next meeting.

2.2 Examine how each institution defines (or may be is redefining) and delivers “research support services” with goal of setting best practice. When collecting usage data making sure that terms/standards/definitions are the same – basically comparing apples to apples. Elizabeth Outler, UF Law is interested but wants to partner with someone else maybe Rebecca M. Bichel, FSU

3.1 Cooperate on development of e-delivery content related to services and collections Members of Information Literacy and Circulation subcommittees. Ask Jacque Druash & Nancy Cunningham, Information Literacy subcommittees about possible lead person.

3.2 Work with TSPC on recommendations for next generation OPAC, resulting from the January 2008 Visioning Summit held at UCF. Ask Nancy Cunningham about 3.1 & 3.2. about possible lead person

4.1 Collaborate with CPC on recommendations for guidelines and statement of principles for merged collections for proposed SUL Shared Storage Facility, as part of the CPC goals derived from the Janus principles. (in cooperation with Task Force). Hold for now.

5.1 Establish an Assessment Task Force to conduct and analyze results of an OPAC usability study; share results and recommendations with TSPC and CPC as applicable. Melinda Gottesman, UCF – possible lead person

5.2 SUL's will voluntarily participate in application of qualitative or quantitative measures assessing the same service areas so that data can be compared and a possible service benchmark established. Will ask Meg Scharf, UCF possible lead person

Is there anything lead people need to prepare for the next meeting?

Check on and maybe provide an update on what the progress is for these objectives of the Action Plan.

CCLA "User Survey Instrument" follow-up:

Email from Meg Scharf that discussed the user survey. Meg would like feedback about users' success, but not necessarily this year. Meg felt that this should make this part of our assessment plan or for LibQual Plus. Committee felt this might be part of 5.1 with the OPAC user ability study and some analysis of Endeca statistics and should be added to 5.1. Place it under activity: user ability study and Endeca statistics.

FLA Conference Public Services Report Content - Phyllis Rusella, USF wanted clarification of what she should report:

Ideas from committee members for the FLA Report: Action plan, unmediated searching with recommendations reports, piloting of self check-out, enhancements to Endeca, remote storage facility update, revised ILL guidelines, summary and priority of OPAC Visioning Summit.

Announcements

USF definitely going with self check – out piloting this Summer. Written implementation plan is done and sales representative Max Dunmire coming to visit April 4, 2008 to do technical specifications for the installation.

Skye Rogers, Communication Manager from USF left in December to go to the University of Alberta. USF is searching for a new Associate Director for Communications. The Dean and the Provost have allowed an exception to the hiring freeze and hope to have the position filled in four to six weeks.

Jennifer Kunz, FCLA ask Phyllis Rusella if she would mine forwarding her USF implementation plan because a lot of people will be eventually implementing a self-check and it would be helpful if we are on the same page. Phyllis said she would be glad to share but will mark it as Draft, because it is constantly changing everyday.

UF has done a proposal for implementing a self check out, which is also the proposal requesting the UF Provost that they go forward with self-check. It has some implementation language but Jennifer had not read the complete proposal. So she did not want to comment further until she finishes reading.

FCLA will be drafting a Letter of Intent with 3M concerning the self-check out machines. There would be purchases of at least 10 units within the SULs and therefore 3M will honor the discounts. There will be more documentation coming later as they get closer to implementation for self-check out.

Laurel Crump asked a question about which libraries have plasma TVs installed with a loop? Are they popular?

USF and FCGU have plasma TVs installed but they are run by Campus Support services. Additionally, FIU has one that is managed by their Systems department and they keep it on CNN or any special events going on in the world, for example the World Cup.

The two TVs that were recently installed in the USF library by the University are intended to be used by the emergency network and are controlled by the University. So the content that is broadcast is controlled centrally by the University. University programming is broadcast and the bottom scrolled will have news from CNN or events on campus. If there is an emergency on campus – that will supersede any other programming. The University is really open to the Library sending any information.

USF and FIU TVs also play University sponsored programs. FIU also has a banner crawl so that the library can put special announcements or programs. The banner crawl can run anywhere on the screen depending on the content or emphasis needed to give to the announcement. FIU's emergency network is looking into how to connect to the library's TV for emergency broadcast. FIU wanted it to be a library related service and not opened up to the entire University.

Laurel stated that initially they had planned to installed two TVs with Student Government but the collaboration fell through so now the library will sponsor the TVs. One of the TVs will have a CNN loop and the other will have a loop of library information.

Barbara, FGCU says their students love it especially when they broadcast the World Cup, because they have so many international students. They have received a lot of positive feedback and 'PR'!

Did USF and FCGU write up a policy for the TVs? Are you pretty formalized about what goes up? Does one person run it all?

FGCU runs their TV through their Systems department; they have a person in Systems who manages the TV and requests. They rely on requests from students and Systems has final discretion as to what goes up – they treat it pretty informally.

Phyllis suggested that Laurel may want to check with Meg because they put up a plasma TV when they opened their coffee café last year. Not sure if they have guidelines or who controls their plasma.

Next meeting is Monday April 28, 2008

Notetaker: Barbara Stites, FGCU