

Public Services Planning Committee (PSPC)
Monday, February 23, 2009
2:00 pm to 3:30 pm

Minutes

Notetaker: Joyce Johnson

Present:

Joyce Johnson (FAMU); Lorelle Anderson (FAMU Law); Dawn Smith (FAU, Chair); Barbara Stites (FGCU); Caroline Reed (NCF); Meg Scharf (UCF); Kristine Shauger (UCF); Shelley Arlen (UF); Linda Butson (UF HSC); Elizabeth Outler (UF Law); Marilyn Burke (USF) for Nancy Cunningham (USF); Mary Edwards (UF Health); Laurel Crump (UNF); Doug Low (UWF); Jennifer Kuntz (FCLA); Dr. William Miller (CSUL Liaison)

Additions to the Agenda: None

Minutes of the December 10, 2008 meeting were approved.

Subcommittee Reports

- **Circulation/Interlibrary Loans** (Marilyn Burke) – a meeting will be held next month. An Unmediated borrowing meeting was attended. A report will be submitted to CSUL Directors. There is no definitive platform, but UBorrow committee recommends that we go forward with the initiative. The Committee is identifying evaluation criteria for the evaluation of ALEPH and ILLIAD, and staff workflow. A group has not been identified to proceed with this project. The subcommittee presented an Action Item to CSUL: Libraries that have ILLIAD qualify for a 7% discount if they subscribe to it as a Consortium. USF is the exception. This consortium discount would be a savings considering that OCLC will increase the price by 6%, beginning on July 1. UF Law would vote for a consortia purchase price. Special Libraries are not included in the discount price. There was a unanimous vote by PSPC for choosing a consortium price.
- **Information Literacy** (Jacque Druash) ~ the committee met the 2nd Monday in February. The committee has looked at a product called JING <http://www.techsmith.com/jing/default.asp> (free software similar to Camtasia) for developing tutorials. They have a place set up on the Wiki to look at tutorials. They are looking at different software to complete tutorials on our own. The group suggests that we do similar ones and do not reinvent the wheel.
- **OPAC** (Melinda Gottesman) No report.

FCLA Report (Jennifer Kuntz) ~ **Unmediated Borrowing** ~ There are three CSUL task forces: 1) Unmediated borrowing, 2) Single Bib Task Force, and 3) Shared Facility Task Force which which are inter-related. The Mango online catalog is moving forward with CRL documents to

go in production for UCF. There is a special internal request to resolve patron-privacy issues and to delete old records no longer needed. FCLA is working on licensing for Self Check units. FSU has requested three units and UCF has requested one unit. UF has three installed. UF has experience 10% checkouts and would like to increase to 60% -70%. FSU units have been received and FCLA is completing configuration. USF reports low usage for their Self Check unit. FAU unit is accessible across from the CIRC desk, and has low usage as well. New College experienced some challenges with the month and date of user records. Users have to enter a PIN number to access the Self Check. There seems to be some confusion in the location of barcodes. It was noted that Public Libraries in most areas have Self Check units. It was suggested that there should be some publicity and marketing to promote the units.

PSPC Action Plan

- 1.1 Rebecca ~ no report
- 2.1a Shelley ~ Self Checkout - Self Check units have been installed for FAMU, FAU and USF.
- 2.1b Barbara ~ Unmediated Borrowing – CSUL and FCLA recommend moving forward with unmediated borrowing. The Task Force held three meetings discussing delivery, discovery, policies and procedures and staffing. They will discuss the two most likely platforms. They will prepare report on what capabilities are needed most by all libraries, and what policies should be standardized across all libraries in the SULs. The task force will further discuss Assessment (integrated into the pilot including rubrics), Usability and Design (focused on sharing books and other types of returnables). In the future it may be desirable to include some community colleges. The report has been forwarded to CSUL. There should be representation from all libraries. The task force included representation from the four largest schools.
- 2.1c Marilyn ~ CIRC/ILL -Delivery (DLLI) There is discussion for a new contract for delivery services. An RFP was sent on Feb 15, to twelve vendors in the state to provide new courier services. A decision should be confirmed for the new delivery service by April 15. There are concerns about increased staffing for Circulation with the reduction of ILL staff and unmediated borrowing.
- 2.2 Elizabeth ~ a draft survey was emailed to the committee earlier. The draft will be resent to the Committee. There is a request for feedback, the procedures and recommendation of direction of who should receive the survey. The task force would like to distribute the survey by the end of March and anticipates results in a month or two from the March date.
- 3.1 Jacque ~ no changes
- 3.2 Laurel ~ OPAC Summit ~ no changes
- 5.1 Melinda ~ OPAC usability ~ no changes
- 5.2 Meg ~ Assessment - A summary entitled “Services Assessment Initiative” was emailed earlier detailing the plan for assessment services among all institutions. The

summary will be emailed to the committee again. 2009 ~ there will be different types of evaluative methods used. We will evaluate Interlibrary Loans (ILL), hours of operation and library instruction. Each library will determine what method they will use to evaluate these services; the methods regularly used to complete assessment. At the end of the year (July) the method used will be sent to the assessment task force. The task force will gather results in (Dec.) from all libraries and write an executive summary. The summary will include high points of every ones assessment and the user perception of services provided collectively. The report will be qualitative not quantitative. The report will be sent to the PSPC Committee. 2010 (Spring) ~ All libraries will participate in LibQUAL. PSPC will agree upon the five optional questions to be added to the survey, and request group results from LibQUAL. It was noted that ARL has an application for a grant to participate in the survey. The survey cost in excess of \$300.00. If needed, the date can be changed to 2011. Individual schools are expected to absorb the cost to fund this survey. Results are accessible for all participatory libraries. Committee members should request that their Directors include this cost in their 2010 budgets and submit a decision by March. The PSPC chair will carry forth this request to the CUL meeting for support.

Objectives/Projects for this year:

There was a request to visit the FSU Graduate School Commons. It was also suggested that the Committee discuss support for researchers and graduate students. There is a lot of concentration on undergraduates, perhaps there should be some brainstorming about what is being done across the nation for graduates. Members reported that there is a 14% to 17% perception of user satisfaction among graduate students. Members suggested that we compile a list of Future Topics to be discussed each month and members will volunteer to lead each discussion. There were three beginning topics suggested: 1.) Support for graduate students and researchers. 2.) Single Service desks ~ what others are doing? There are single service desks at FAMU and FAMU Law. Barbara volunteered to facilitate this discussion if there is an interest. 3.) Texting in the Libraries (for references and notices).

Announcements: UNF – has a new hire Stephanie Weiss, Public Services Librarian. She earned her Master’s Degree in Information Studies from FSU. She was recently employed in the Continuing Education department at UNF.

FCGU has completed their first Web Based Training Module for new employees. The link will be sent to the list.

Next meeting: March 23, 2009, Notetaker: Lorelle Anderson