

Public Services Planning Committee (PSPC) FINAL

Monday, April 27, 2009

2:00 pm to 3:30 pm

MINUTES

ATTENDEES

Dawn Smith, FAU
Joyce Johnson, FAMU
Barbara Stites, FGCU
Douglas Low, UWF
Laurel Crump, UNF
Caroline Reed, NC
Merilyn Burke, USF
Meg Scharf, UCF
Kristine Shrauger, UCF
Marin Dell, FSU Law
Elizabeth Outler, UF Law
Mary Edwards, UF Health
Shelley Arlen, UF
Jennifer Kuntz, FCLA
Jean Phillips, FCLA
Michele Newberry, FCLA
Mary Ann O'Daniel, FCLA
Bill Miller, FAU (CSUL Liaison to PSPC)

Notetaker: Shelley Arlen

Minutes: Accepted with minor corrections.

Additions to Agenda:

E-GOV testing, State Library Interest Group at FLA

Approval of Minutes from: February 23, 2009

Subcommittee Reports

- Circulation/Interlibrary Loan (Merilyn Burke) – Doug Langston has been working on unmediated borrowing. Status: Nothing to report.

Rapid ILL –

Good points

- Lists have call numbers and the quick turnaround time.
- It is for articles only – requests need to have an ISSN number (not book chapters)
- It bypasses OCLC and goes directly to the owning institution.
- Has an open access database of about 3 million full-text articles – RAPID ILL libraries are finding about 10-12 articles a day using this system.
- Does load level the requests – equally distributed to all libraries in the various “pods”
- Works with ILLiad and clears copyright before requests are sent to the various “pods”
- Could elevate some of the workload for borrowing institutions – only the hard to find requests or those without ISSN’s would be handled by staff members.

- Turnaround time would need to be agreed upon by the POD – RAPID ILL libraries try to keep the turnaround time to less than 48 hours.

Bad points

- Statistics are skewed. The statistics only list what the library already has; if the library does not have the requested item, the fill rate will still be 100%.
 - Current library staff is still in regular ILL mode. Staff would have to revamp work flow to maintain service standard of 24 hour fill rate.
 - RapidILL does not help with difficult requests. Additional staff time is needed to fill difficult or hard to find requests.
 - Service would be beneficial to larger institutions, but may not be to the smaller ones.
 - RAPIDILL pod system benefits some libraries but not all. Some libraries in a particular pod do not have the journal/articles needed.
 - Concern that it is not worth the money.
- Information Literacy (Nancy Allen)(via email) - Back in October a draft of an introductory Mango online tutorial was completed. The Information Literacy Subcommittee suggested to Drew Smith that the tutorial screen should be enlarged. At this time, he will be making the changes and finalizing the tutorial. The next step will be for the Information Literacy Sub-committee to submit the tutorial for the PSPC to approve.
 - The subcommittee is also working on tutorial regarding peer-reviewed journals.
 - OPAC (Melinda Gottesman) - Melinda is the outgoing chair; in May, George Pearson will become the new Chair.

FCLA Report - Jean Phillips

- FCLA will give a presentation at the annual Florida Library Association Conference on discovery tools.
- Priorities:
 - Finish re-indexing Aleph—have two more institutions to go.
 - Start v19 upgrades
 - Continue Mango changes, including cross references, article searching, digital collections
 - Work on improvement of HS series

FCLA is also setting up the ILL module for supporting e-borrowing. Plans are to test all libraries in October. Problems with duplicate patrons have been fixed; patron delete function is being tested. Continue cleanup is necessary for some libraries. Other problems (email notices, missing items, etc.) will be addressed.

PSPC Action Plan

1.1 Marcive: Rebecca Bichel – See EGov minutes 4/2/09.

2.1 - The ILL subcommittee is waiting to see what happens with the policy group on unmediated borrowing.
2.1a Self-check: Shelley Arlen - UF has Fall semester plans for initiating a task force to examine SelfCheck issues (marketing, problems, etc.) UF would like to work with other SUL libraries that have SelfCheck.

2.1b Unmediated Borrowing: The charge should be changed on this action item because CSUL moved the project from CSUL to the Unmediated Borrowing Task Force. Marilyn Burke to report the Task Force's progress at PSPC meetings. UCF is working on unmediated borrowing using ILLiad. Kristine Shrauger is updating the ILLiad web pages and adding web pages for the new system. There are several libraries: University of West Florida, Florida Atlantic University, University of South Florida and University of Central Florida that are in preliminary talks with OCLC to design and beta-test OCLC's unmediated borrowing system for articles. OCLC hopes to begin discussions in July, beta-test in December and release it in January 2010. Bill Miller notes that Aleph v19 facilitates unmediated borrowing.

2.1c Increase Patron Empowerment: Marilyn Burke – The Unmediated Task Force met in December, and established two working groups: workflow and policies.

2.2 Research Support Services Best Practices: Elizabeth Outler – corrections were made to the action chart regarding Action Item 2.2 Assessment Measures (see chart). This correction clarifies the original intent of this activity.

3.1 Information Literacy: Nancy Allen (via email) – requests that PSPC approve the tutorial once changes are completed.

3.2 Next generation OPAC: Laurel Crump and Melinda Gottesman – This is completed.

5.1 OPAC Usability: Melinda Gottesman – The first part is completed.

5.2 Assessment: Meg Scharf – LibQual 2010 is tentative for the SUL libraries; some can't afford it, and it is difficult to administer with fewer staff. PSPC will continue to be collaborative in some way and develop a plan in Summer, 2009. At the next meeting, we will determine a small group to work on this. Each institution's plan will contain one methodology for assessing or evaluating 3 areas of operation: ILL, Library Instruction, and Library Hours of Operation. Since action item 3.2 and 5.1 are completed, we will need to update the Action Plan. PSPC members should think about adding new action items; we will ask the new chair, George Pearson to make recommendations.

Questions and Answers

Q: What is meant by the number of egov records may dwarf the local catalog, so some institutions may want to opt out?

A: Once loaded, the Marcive records for egov docs can be suppressed in the catalog if the Library feels the catalog is being dwarfed. It is easy to suppress the records.

A: Does anyone know if a delivery vendor has been selected?

Q: It was reported that TBLC has again contracted with Velocity and there are some changes in the contract. Stites will send a copy of the emailed announcement.

A: There was concern that the government documents subcommittee/librarians was not involved in the egov phone call and the plan to load egov records in the OPAC.

Q: This process will require a great deal of input before it is completed. Input from a variety of pertinent groups will be consulted. The govdocs listserv should be utilized once a test database is completed if others want to be involved in the process.

Announcements

Meg Scharf attended a planning meeting for government documents in which excellent collections in specific areas and expertise with subject areas would be identified. The collections that are moved into the statewide storage unit (4 years from completion) would be cataloged (UF has committed to doing this for the SUL.) Also, the SUL libraries should let the selectives know when any of their documents are fragile, damaged, etc., to maintain a better copy. The result will be better government document service to libraries and patrons in the state.

Next meeting: Remember our next meeting is June 1, 2009 because May 25, 2009 **IS A HOLIDAY**

Notetaker: For June 1st – Jan Stone