

**CSUL Public Services Planning Committee  
Preliminary ACTION PLAN for 2008-2009  
February, 2008  
To be submitted to CSUL by March 1, 2008**

**CSUL Core Activity 1.** Acquire, manage, and provide access to scholarly information resources in multiple formats, subjects, and languages in support of academic programs.

<b>PSPC Objective</b>	<b>Activity</b>	<b>Timeline</b>	<b>Evaluation Measures</b>
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.	Investigate feasibility of centralized Marcive tapeloads for all electronic documents records in coordination with TSPC.	Summer-Fall, 2008	Documentation of outcome of the Committees' investigation into the feasibility of loading Marcive records centrally is used to plan

**CSUL Core Activity 2.** Develop and deliver services to facilitate user-centered discovery and understanding of the record of human knowledge and to promote scholarship leading to new knowledge.

<b>PSPC Objective</b>	<b>Activity</b>	<b>Timeline</b>	<b>Evaluation Measures</b>
2.1 Increase patron empowerment	a. collaborate on individual implementation of self check-out system	Fall 2008 – Spring 2009	2009 Annual PSPC Report reflects that self check-out systems were installed in at least two SUL Libraries
	b. advance a proposal for implementing unmediated borrowing	Fall, 2009— Future	A proposal (policy statement and procedures) for unmediated borrowing is received by CSUL

<p>2.2 Examine how each institution defines (or may be is redefining) and delivers “research support services” with goal of setting best practice.</p>	<p>functionality</p> <p>c. Enhance patron capabilities at remote sites (other than home institution)</p> <p>Collate individual definitions, how delivered, who participates, usage data collected, etc.</p>	<p>Fall, 2009</p>	<p>Anecdotal evidence that availability of statewide best practice has had positive impact on local delivery of research services</p>
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**CSUL Core Activity 3.** Collaborate to increase access to content, to create economic efficiencies, and to employ information technology in support of development and delivery of services.

PSPC Objective	Activity	Timeline	Evaluation Measures
<p>3.1 Cooperate on development of e-delivery content related to services and collections</p>	<p>At least 2 electronic content products will be created and delivered to online users; optional/available for any of the SULs e.g. podcast RSS feed Interactive tutorial</p>	<p>1 completed in 2008  2<sup>nd</sup> by Fall, 2009</p>	<p>Members of Information Literacy and Circulation subcommittees to develop one product each; analyze user access data to measure impact of e-delivery of content</p>

3.2 Work with TSPC on recommendations for next generation OPAC, resulting from the January 2008 Visioning Summit held at UCF	<p>PSPC will review and discuss the OPAC Visioning Summit Report</p> <p>PSPC will identify objectives from the OVSr from which to base further work</p>	Spring, 2009- Future	PSPC in conjunction with TSPC will provide CSUL with recommendations for a next generation OPAC
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**CSUL Core Activity 4.** Archive and preserve the scholarly record for use by future members of the communities served by Florida’s state universities.

<b>PSPC Objective</b>	<b>Activity</b>	<b>Timeline</b>	<b>Evaluation Measures</b>
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)	Develop recommended guidelines for access to collections in storage facility	TBD	Beyond 2010: analyze usage data, turnaround time, survey user satisfaction

**CSUL Core Activity 5.** Conduct assessments to achieve preferred learning outcomes and continuous service improvement.

<b>PSPC Objective</b>	<b>Activity</b>	<b>Timeline</b>	<b>Evaluation Measures</b>
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	Survey designed; IRB approval sought; conduct user survey at 3 institutions (FSU, UF, USF); collate results for analysis.	Spring-Summer, 2008	Members of OPAC subcommittee involved will assess usefulness and recommended application of data as part of analysis

	Write study report	Fall, 2008	The OPAC Usability Study Report is shared with CSUL and other appropriate groups and individuals.
	Recommendations from the OPAC Usability Study will be implemented by SUL's	2009- Future	
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	PSPC Assessment Task Force will gather possible survey tools for participating SUL libraries; TF will compare data and recommend benchmarks to PSPC	Fall 2008-2009	Participating SUL's may use various qualitative or quantitative tools but services measured/analyzed will be same across institutions: <ul style="list-style-type: none"> <li>• ILL Service</li> <li>• Hours of Operation</li> <li>• Library Instruction Program</li> </ul>

**CSUL Core Activity 6.** Seek sufficient resources to provide superior services, spaces, and infrastructure.

PSPC Objective	Activity	Timeline	Evaluation Measures