

Council of State University Libraries' Public Services Planning Committee (PSPC)
Quarterly Report to the Council of State University Libraries
November 21, 2011
Submitted by: Elizabeth Outler, PSPC Chair

Action Items

None.

Report

PSPC held its monthly teleconference/Elluminate meetings on September 26 and November 4. The last meeting of the year is planned for November 28. After requesting approval of a face-to-face meeting last quarter, the Committee revisited the idea and decided that in light of the uncertainty surrounding the outcomes of the Task Force on the Future of Academic Libraries in Florida, and the associated inability to plan with FCLA for action items next year, it would be best to table all of PSPC's planned topics except for the 2012 Action Plan, and attempt to continue to work via teleconference.

The Committee's work this quarter has included, among other things: (1) accepting the finalized plan for policies and procedures for handling e-gov records in a shared environment, (2) considering and accepting the ad hoc informal statewide Scholarly Communications group that has already formed, as serving the needs identified by PSPC and CPC for a statewide group to further education about and support of open access publishing, and (3) planning for 2012. The status of all PSPC activities is included in the *Action Plan* at the end of this report.

Access Services Subcommittee (Chair: LeEtta Schmidt, USF)

The committee met via conference call on September 2, October 7, and November 4. The primary topic of discussion was the Resource Sharing Task Force's proposal of a standardized 60 day loan period for interlibrary loans and UBorrow. Other items reviewed were:

- The automation of renewals in UBorrow
- Request buttons on items not available through UBorrow in the UBorrow catalog
- Stopping the aging of UBorrow requests over the Winter Holiday
- FCLA's progress on Single Bib
- Available Arrow reports
- The need for a face to face meeting
- The election of a new chair: Troy Christenson (FAU) 2012 and Amanda Ziegler (UWF) 2013

OPAC Subcommittee (Chair: Bruce Barron, FAU)

1. The committee worked with FCLA on the implementation of the EndNote enhancement in MANGO. Members offered suggestions during its testing and were pleased with the final results.
2. The committee discussed the possibility of having the location maps in catalog records provide greater granularity. FCLA is exploring ways of achieving this and explained how this might be accomplished. Members will consider this as a possible high priority when the OPAC Development Priority List is discussed again next January.

3. At the request of TSPC, the committee discussed the issue of unauthorized genre headings, such as “newspaper” and “electronic book”, which are causing problems with retrieving unwanted hits. FCLA will work on the issue and it was hoped that a fix would not affect the facets.
4. The committee was briefed on developments concerning Marcive e-resource record loads and the meeting of the CSUL Government Documents Advisory Committee.
5. The committee reviewed a new feature in UBBorrow which allows patrons to view the full catalog records of items in their loan request list.
6. The committee discussed issues with relater terms which are being explored by the Metadata Subcommittee of TSPC. This would affect links in catalog records, particularly on items concerning musical works. There was discussion about linking the term, such as “producer” or “performer” independently of the person, instead of the entire field being one link.
7. The committee reviewed developments in the implementation of MANGO Discovery in several SUL catalogs.

Information Literacy Subcommittee (Chair: Kristy Padron, FAU) **Subcommittee Meetings.** The subcommittee met on September 12 and November 14, 2011.

1. **Membership.** Some long-time members of the subcommittee have been replaced, mainly due to changes in their responsibilities. Members from FAU, USF, FIU, FGCU, and New College announced their replacements. The UNF member announced that he will eventually be replaced. The subcommittee chair had contacted each of the new members. They were debriefed, added to the member page, gained access to the subcommittee PBWiki, and are on the SUSINFOLIT listserv. The new members have attended meetings.
2. **PSPC Action Plan Reports.** During the September and November meetings, drafts of the subcommittee action plan reports were distributed for feedback from the members. The report includes summaries of the subcommittee’s activities and findings on the following topics, as outlined in the action plan:
 - Objective 2.5(a): Recommendations for Creating Information Literacy Modules
 - Objective 2.5(b): Embedded Librarianship Activities in the State University Libraries
 - Objective 2.5(c): Ways to Enhance Library Instruction
 - Objective 2.5(d): Developing Collaborations with Faculty
 - Objective 2.5(e): Teaching the Literature Review to Graduate Students
 A report will be submitted to the PSPC chair by or around the PSPC’s November 2011 meeting.
3. **Chair/Vice Chair for 2012.** At the November 14th meeting, Missy Clapp of UF (melshoop@ufl.edu) volunteered to be chair for 2012 and Alyse Ergood of FAU (aergood@fau.edu) volunteered to be vice-chair. The current chair Kristy Padron offered to meet with them by the end of the year to discuss the roles and tasks of chair and vice chair.
4. **Web Page Liaison.** Alyse Ergood of FAU volunteered to be the subcommittee’s web page liaison. She was forwarded Lisa Tatum’s contact information in order to schedule an orientation.
5. **Discussion: Other Models of Reference.** At the November meeting, many subcommittee members reported they were either exploring or trying new models of reference such as using a “triage” model, tutor/consultations, and roving services. Some were also remarketing and “repackaging” their library instruction workshops.
6. **Next Meeting.** The next subcommittee meeting is scheduled for December 12, 2011 at 10:00 a.m. Eastern Time.

**CSUL Public Services Planning Committee
2011 ACTION PLAN**

CSUL Core Activity 1. Acquire, manage, and provide access to scholarly information resources in multiple formats, subjects, and languages in support of academic programs.					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status (as of November 21, 2011)
1.1 Collaborate with CPC and TSPC to establish a voluntary cooperative collection development/management policy for federal government documents (FDLP) profiled for Selective Libraries in SUL	(a) Government document issues will be routed to appropriate CSUL Committee; assign PSPC members to work with CPC and TSPC	2009 and ongoing	PSPC, TSPC, CPC and FCLA	PSPC members are assigned to work with CPC and TSPC	Dawn Smith is the PSPC's representative monitoring this work.
	(b) Central loading of eGov records: Display. Once loaded, feedback will be gathered from OPAC subcommittee and PSPC.	2012	TSPC, FCLA, OPAC Subcommittee, PSPC	PSPC minutes will reflect OPAC subcommittee's and PSPC's feedback.	Completed.

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.					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status
2.1 Increase patron empowerment	(a) Participate in UBorrow testing and soft launch; provide feedback	Jan-Aug 2011	UBorrow Partner's Group, Access Services Subcommittee, OPAC Subcommittee, FCLA	PSPC minutes will reflect recommendations	Completed.
	(b) Develop publicity for UBorrow	Fall 2011 and ongoing	Assist UB Partner's Group, as requested		Completed.
	(c) Test and assess Alias http://idsproject.org/tools/ALIAS.aspx (OCLC)	Fall 2011	Access Svcs Subcomm; Test libraries; Elluminate	PSPC Minutes will reflect results of the assessment	Completed.

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.					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status
2.2 Investigate single sign-on	(a) Ask TAG & FCLA to provide another education session and update about issues surrounding single sign-on.	Feb 2011	PSPC		With the uncertainties about the nature of the new support organization, and FCLA's current priorities shifted to the "single bib" project, this action item is on hold.
	(b) Assign a PSPC lead person for single sign-on to educate PSPC and set goals for 2011-2012.	2011-2012	PSPC, FCLA	Education and discussion during PSPC teleconferences will be reflected in the minutes; progress report at anticipated face-to-face meeting in November 2011 will yield action item for 2012.	Nancy Cunningham (USF) is the PSPC lead for single sign-on. With the uncertainties about the nature of the new support organization, and FCLA's current priorities shifted to the "single bib" project, this action item is on hold.
2.3 Examine how each institution defines (or may be redefining) and delivers "research support services" with goal of setting best practice.	(a) Continue analysis of 2009 data	Throughout 2011	PSPC and other committees as required	Anecdotal evidence that availability of statewide best practice has had positive impact on local delivery of research services.	Mary Edwards (UF-HSC) - Continued analysis of 2009 data; results were reported to PSPC @ March meeting. Further discussion was desired and will be held at each PSPC meeting (see below)
	(b) Discuss results of 2009 questionnaire	Mar 2011	Illuminate		Last discussion was at April 2011 meeting.
	(c) Plan for 2012 assessment	Mar 2011 – Mar 2012	PSPC; Assessment librarians		This will be part of the strategic planning discussion at PSPC's November 28 meeting.
2.4 Promote open access publishing.	(a) Educate PSPC members about open access publishing.	May 2011			Completed.
	(b) Seek partnership with CPC to explore possibility of statewide collaboration to promote open access.				Completed.
2.5 Research and share best practices for information literacy programs.	(a) Review information literacy modules (i.e., online tutorials) from other universities, particularly ones for basic library skills/knowledge	May 2011	Information Literacy Subcommittee	Information Literacy report will reflect review of six or more modules and recommend features to incorporate in future share development of information literacy modules for the SULs.	Information Literacy Subcommittee is developing a report on this topic, which will be delivered for PSPC's November 28 meeting.

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	(b) Recommend ways to imbed information literacy modules into course management software	Summer 2011	Information Literacy Subcommittee	Information Literacy report will reflect recommendations.	Information Literacy Subcommittee is developing a report on this topic, which will be delivered for PSPC's November 28 meeting.
	(c) Develop ways to support enhancement of librarians' delivery of instruction	Fall 2011	Information Literacy Subcommittee	Information Literacy report will deliver recommendations and reflect progress on this activity.	Information Literacy Subcommittee is developing a report on this topic, which will be delivered for PSPC's November 28 meeting.
	(d) Research and report on effective ways to encourage and develop collaborations with faculty	April 2011	Information Literacy Subcommittee	Information Literacy report will deliver recommendations and reflect progress on this activity.	Information Literacy Subcommittee is developing a report on this topic, which will be delivered for PSPC's November 28 meeting.
	(e) Review and report on effective ways for teaching the literature review to graduate students	Winter 2011-2012	Information Literacy Subcommittee	Information Literacy report will deliver recommendations and reflect progress on this activity.	Information Literacy Subcommittee is developing a report on this topic, which will be delivered for PSPC's November 28 meeting.

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	Resources Required	Assessment Measures	Status
3.1 Participate in the Single Bib project, as appropriate	Provide feedback to FCLA when called upon. Monitor progress of development.	2009 and ongoing	FCLA, TSPC, OPAC Subcommittee, PSPC		No new information received in Q4.
3.2 Plan for future OPAC development	(a) Prioritize OPAC development requests	2009 and ongoing	PSPC, TSPC, OPAC		No new information received in Q4.
	(b) Investigate and develop recommendations regarding a future shift to a single statewide union OPAC.	2011 and ongoing	PSPC, OPAC, FCLA, TSPC(?)	Recommendations for a possible future statewide union OPAC to replace individual institutional OPACs.	No further discussions in Q4.
3.3 Improve access to full-text journals	(a) Identify ways to improve the link resolver experience for users	Fall 2011		PSPC minutes will reflect results of investigations; suggestions will be forwarded to FCLA.	No further activity in Q4.
	(b) Investigate, evaluate, and promote CSUL adoption of a mega-index (e.g., Primo Central)	2011	PSPC, OPAC, FCLA		Several SUL's are adopting the Mango discovery tool, and PSPC is considering the committee's role in future developments.

CSUL Core Activity 4. Archive and preserve the scholarly record for use by future members of the communities served by Florida's state universities.					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status
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 SSTF)	Work with Shared Storage Task Force to develop recommended guidelines for access to collections in storage facility	2009 and ongoing	Statewide Storage Task Force, PSPC, CPC, TSPC, FCLA, staff in the SULs	Successful implementation of the storage facility satisfaction (contingent on the recommendations included in the final Task Force report)	No further activity in Q4.

CSUL Core Activity 5. Conduct assessments to achieve preferred learning outcomes and continuous service improvement.					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status
5.1 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	Report results to PSPC	2011 and ongoing	PSPC, SULs staff, Acc Svcs, Info Literacy	Website, wiki, or other product will allow PSPC members to post assessment data	No further activity in Q4.
5.2 Assess ILL article delivery (including but not limited to RAPID): cost in dollars and time, and user satisfaction if able to capture.	Assess and report to PSPC	Nov 2011	Access Services Subcommittee	PSPC Minutes will reflect the results of the assessment	Completed.

CSUL Core Activity 6. Seek sufficient resources to provide superior services, spaces, and infrastructure.					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status
None					

Other					
PSPC Objective	Activity	Timeline	Resources Required	Assessment Measures	Status
Improve PSPCs efficiency and communication	(a) Develop procedures and guidelines for PSPC committees and subcommittees	Dec 2011	PSPC; subcommittees	Procedural guideline document(s) will be posted to the web.	Lorelle Anderson (FAMU-Law) will draft procedures and guidelines (e.g. posting Minutes; updating Committee member contact information; Communication between subcommittee member and PSPC representative). No activity in Q4.
	(b) Improve PSPC's communication and document sharing	Fall 2011	PSPC	Committee will have a web-based place to communicate and share documents	No activity in Q4.