

PUBLIC SERVICES COUNCIL MEETING MINUTES

Thursday, February 12, 2004

10:00 am

Red Room

In attendance: Danielle Clarke, Paul Burnam, Tom Green, Marsha Zavar, Chuck Della Lana, Deb Peoples, Peter Szabo, Joy He, Bernard Derr

I. Announcements & General Information Sharing

A. Senior class gift voting: Beeghly café is an option
Tom reported that electronic voting for the senior class gift will conclude on 2/13/04. Gift possibilities include new landscaping for the science center, a new clock on the residential side of campus or a Beeghly Internet café.

B. Celebration of Scholars April 22

This program will be held during national library week. This will be good opportunity to present the Library Research Award and celebrate faculty who have published. Marsha will confirm the availability of the Bayley Room. Liaisons will check to see which faculty members have published this year.

C. Video conferencing possibility for the AV Center

OWU administration is considering AV room 28 for video conferencing classroom. The provost plans to fund \$25,000 to this project. Chuck will attend a Video Conferencing Certification class at OARnet in March. Danielle expressed concern about sound disturbance from AV 27. Deb suggested upgrading cement block walls in the proposed room.

D. Problems with new student ID cards

Danielle reported that numbers and barcodes are rubbing off of the new cards. Bernard suggested contacting Sue Cooperider to purchase better quality cards. Tom will contact Sue Cooperider about this.

E. Web usage statistics

Tom reported 617,590 hits on the library web page during January 2004. GCLC and Oberlin group are now requesting these kinds of statistics. Joy reported that AV page was in the "top ten" list for hits. She also reported that most hits are from repeat visitors.

II. Computer related issues

A. Computer replacement needs for 2004-05

Tom reported that all Pentium III grade or less computers will need to be

replaced. Chuck, Marsha and Deb are each due for new office computers. Deb reported that she will need six or more computers for the new science center and questioned how they would be funded. Marsha indicated her old computer could be retired. Tom mentioned that the music library will need two new computers and Circulation Department will need a new Ohio Link computer and E-Res workstation. Eight new pcs will be needed for reference area.

Danielle asked about purchasing a printer for the periodical area. Tom commented that this was a good area for discussion as dot matrix printers can no longer be used and laser printers are too pricey for infrequent use.

Tom reported that a total of 24 computers will be needed and will be submitting a report to Theresa for budgeting.

Paul asked why so many computers are broken if Omni Tech is supposed to have easy access to new parts?

Tom said some of the computers might be from Microsystems. Paul is willing to submit repair requests on the non-Gateway computers. Tom also mentioned that Omni Tech has been taken over by a new company and will be offering new flat screen models. Info Sys will be testing these and will make recommendations.

B. Pcounter stats for January & procedures

Tom reported a decrease in printer usage from 35,021 pages in January 2003 to 17,351 in January 2004. Librarians agreed that there were no major complaints from students about new printing policies. They also agreed that this has been an easy transition and that not much training was necessary for students. Bernard stated that he is creating copy account credit forms which staff can attach to any cash that is collected.

C. Review procedures for repair of workstation equipment such as

- 1) floppy drives**
- 2) printers**
- 3) other mechanical problems**

Tom clarified that Grant St. John is to service our printers instead of Info Sys. However, he would like Info Sys staff to inspect printer problems to make sure an expensive service call is actually necessary. Paul has designed a PC repair card to be filled out and attached to the PC before the Info Sys Help desk is emailed with the issue.

Tom reported that all help desk requests were lost by Info Sys last week. This fact was not reported to the library. Paul asked about proper channels of complaint concerning Info Sys' attitudes and policies.

Tom stated that printer paper tray refills are sporadic by the student circ staff. Bernard plans to address this concern with students. Tom also commented on problems with students losing data when "saving" in Word and that all issues should be reported to the

Info Sys help desk.

Paul reported on OhioLINK problems over the last several days. He reminded staff that the OhioLINK help desk phone number is available in the "passwords" folder in the lower drawer of the reference desk.

Tom commented that Internet problems and attacks are getting more malicious. Marsha expressed concern over spyware. Tom suggested [downloading](#) a freeware program called Spybot: Search and Destroy which was recently reviewed in PC Magazine.

III. Goals & Objectives Review & Update

Tom reviewed goals and objectives with PS staff. He also reminded staff of book ordering deadlines as well as withdraw and re-order deadlines for Xudong. Deb suggested changing the deadline schedule to be more in sync with our workload. Tom will work with Xudong on a possible revision of deadlines for next year.

Tom also reported that the library wireless project is on hold due to lack of funds this current fiscal year.

IV. Other concerns

Danielle announced Marysville High School's visit on March 10th. 45 students are expected. She also mentioned that she still has library funds for books and requested Book Request Cards be submitted to her.

Tom called our next meeting for May 7th at 9:00AM in the Red Room.

We will review the spring semester and work on summer planning at this meeting.

Submitted by Chuck Della Lana 2/17/04