

## Public Services Council Meeting of March 28 2023

### Agenda:

1. (Salwa and Beth, 5 mins) Welcome and housekeeping
2. (Salwa, Beth, and all, 20 mins) Reviewing proposed suggestions ([document](#)) for PSC and planning next steps
  - a. Review the document
  - b. Any new items/policies to add to suggestion #1
    - i. None were suggested
    - ii. For the library policy update: just went through my CSG notes, and the only thing of note so far is the Proxy Borrowers policy could be more specific with what faculty/staff are eligible (only UCB, but that's not stated outright).
  - c. What factors should be considered in determining the first 4 suggestions that PSC would want to consider
    - i. Improve user experience - impacts users. Should be looked at from a user perspective
    - ii. Would help public services staff
    - iii. Give PSC a shared sense of purpose
    - iv. Some are just not related to PSC
    - v. Some might be topics that PSC would not lead - we could recommend them to other groups.
    - vi. Next meeting in a shared spreadsheet we'll rank the recommendations so we can finalize the top 4 in the April meeting
  - d. Review stakeholders for the prioritized suggestions
  - e. Next steps: move to a spreadsheet for ranking, timeline, etc.
3. (Lynne Grigsby, 20-25 mins) Item from Library IT for discussion and idea suggestion:

The current process for displaying the homepage, when a user opens a browser window, on public-use/student-use computers, both categories of computer : those with UCB login credentials and those available to the general public, it involves a script that was created and is maintained by Library IT. This script detects the location of the computer and presents the corresponding library homepage to the user.

Library IT will be retiring this script this Summer 2023 and all public library computers will be updated to display the [library homepage](#) when a browser window is opened by a user.

**Discussion Proposal** - Discuss and generate ideas from PSC on strategies for effectively communicating this change to both staff and users.

-> We have two sets of computers - one requires CalNet login and the other requires no login for public users. Change is being made that the user when launching a browser will be taken to the Library's main website and not the specific library's site based on the user's physical location. . Users might not even be aware that this is how it currently works so the key is not the communication to the users but it is really important to Library staff - so explain to them the change that is being made and what it would look like. And if staff have questions - who can they ask those questions of. . From a circulation perspective, doubtful it will be a big impact on the users. That page is generally used to just call the staff. The homepage is the right place to go. It was raised that this would be more important to those libraries that have more extensive use of the links on the page. This does not affect staff computers or computers used at public service desks. The change would be rolled out sometime in summer, but during a low impact time.

4. (Salwa) Public printing change
  - a. Library uses Pharos public printing. RTL will no longer be supporting Pharos printing and will be moving off to WEPA printing solution. Library IT will be taking over the Pharos printing project and will now support all the printers in the Library and Law library.
  
5. (Salwa and Beth, 5 mins) Wrap up and next steps
  - a. Next meeting is on April 25, 2023
  - b. PSC members to discuss criteria and priorities with their divisions and/or committees and use that input when we rank priorities.