Current computers at PC

1. Circulation computers:
   a. EXTREMELY slow
   b. Often freeze, requiring reboot
   c. IE often stops working when we have 3 or more tabs open
   d. ALEPH doesn’t work.
   e. Lagging when typing – keys are typed, but do not display on the screen
   f. Internet is often gone – you’ll be surfing and then it disappears
   g. Presently we have one semi-functioning staff computer.

2. Student Computers
   a. Persistent printing issues (Jackie has been working on this & today all seems okay, but we have had continuous printing problems)
   b. USB thumb drive issues – many times does not open automatically, so students have to ask for help to figure out how to open their files
   c. Sometimes you cannot save to USB thumbdrives
   d. Files do not always open from Blackboard
      i. Word files embedded in their blackboard classes open on some computers, but not all
      ii. Links within these word documents do not open when clicked on. Instead students have to copy and paste the urls into a browser window.
   e. Java not installed on some computers
   f. Most pop up with an Adobe Flash error daily
   g. VERY VERY SLOW
   h. Sound not functioning on one computer
   i. Frequent instances of icons disappearing from screens – Microsoft Office icons disappear
   j. Computers freeze up often
   k. Webpages display in “text only versions” frequently.

3. Student complaints, regular requests for “working” or “functioning” computers

Questions from Plant City:
1. Why are these computers set-up differently from other student computers on campus?
   a. Lab computers have access to the Start menu
   b. Lab computers have access to My Computer
   c. Lab computers are quick

2. Why are the staff computers configured exactly like the student computers? Our small desk is used by all staff and librarians.
Attending: Jeremy Bullian, Chair, Jacquelyn Cress, Alicia Ellison, Wendy Foley, Vic Harke, Jeneice Sorrentino

Guests: Jackie del Val, Andrea Dufault, and Karen Griffin

The Cluster Minutes were approved for the February 17, 2012 meeting.

The Agenda was approved with a modification in that Wendy Foley will discuss the issue of Patron Driven Acquisitions rather than Alicia Ellison.

Automation Report (Andrea Dufault): Andrea and Jackie have been working non-stop at troubleshooting and fixing library computers at every campus. Ybor will have new PCs next year and all the remaining older PCs at every campus will be replaced. At Rich Senker’s request, Andrea and Jackie have compiled a debriefing report on the computer switchover. Andrea has completed a flowchart for computer issues and will present this to library staff. The goal of the flowchart is to standardize library PC repairs.

Technical Services Report (Jackie del Val): Jackie has sent each campus the amount of funds remaining in its collection development budget. The deadline to place orders in Aleph is Apr.10. Campuses can still place orders using the DLTS pcard as long as the item(s) will arrive before June 9.

Jackie is working with Vic Harke and Jacquelyn Cress to fund a two-year renewal of the FMG, Films on Demand database. She also is working on Ybor’s request to add individual Alexander St. Video records into ALEPH. At the moment, it appears that our EBSCO e-book subscription allows only one simultaneous user. The Cluster can negotiate with EBSCO for more simultaneous users for additional fees.

Administrative Report (Karen Griffin): Karen is aware of the ongoing computer difficulties and is working with Andrea and OIT to further communications.

Among sweeping State changes, Karen mentioned that the State bill passed that will unite CCLA and FCLA, thereby affecting library services for all public higher education in Florida. The State cut General Education hours from 36 to 30.

Karen plans to update the Library’s Master Plan updated by the April meeting and asked for continuing Cluster input. The document is posted on the Library Cluster’s Google docs site.
The collections budget cut was restored.

Karen thanked Wendy Foley for her presentation of the Distance Learning LibGuide to the Student Success Committee.

Technical Services will be getting a part-time position so that Jackie can be more available to help Andrea with computer issues.

Computer Issues (Vic Harke): All of the campus libraries have been having varied and severe computer issues since the replacing of the old Dell PCs and the reimaging and lock down of the desktops. The issues included not printing, thumb drive recognition, desktop not booting up properly and/or reverting to an incorrect desktop, webpages displaying in text only, frequent freezing, daily notice of Adobe Flash errors and more. Andrea and Jackie have been working with OIT to resolve these issues. It appears that after Andrea and Jackie reimage the PCs they work fine for a few days, and then the issues begin reappearing. Since Kristin was unable to attend the meeting, she e-mailed a list of computer problems at Plant City, which is attached. The Cluster lamented the poor service to our students as our PCs are frequently not working properly but recognized Andrea and Jackie for their hard work as they attempt to address the problems.

Jeremy will invite Adrian McCray and Rich Senker to attend our Cluster Meeting on the day of the QEP Institute. (Our normal Cluster meeting will be the following Friday.)

Patron Driven Acquisition (PDA) (Wendy Foley): Wendy asked if the Cluster might be interested in exploring PDA as a concept to expand the e-book collection. The Cluster indicated an interest and Wendy will pursue details.

New Business: (Alicia Ellison)
Alicia wondered whether the Cluster should redo or revise the campus video tours as they are over four years old. She will check into this.

Committee Reports:

e-Resources (Jeremy Bullian): Jeremy has asked HCC Marketing to create a logo for the HCC Libraries. He will send it out for review when completed. Jeremy is also working on using the library website to market some of our resources better. Look for changes soon.

LRC Operations Manual (Jeneice Sorrentino): The subcommittee updating the LRC Operations Manuals is awaiting the coordinators’ feedback from Jackie del Val. Because of the computer upgrade priority, it may be necessary to postpone the work of the subcommittee until Fall 2012.
Student Success (Wendy Foley): Craig Johnson requested that the Student Success Committee approve in principle the requirement that FTIC students take SLS 1501 in their first term, by 2017. After discussion, the Committee approved the concept.

Round Table:

Jeremy Bullian: Jeremy will have a poster session at the EDUCAUSE conference this summer in Tampa. He will submit to present at the Internet Librarian Conference in October.

Wendy Foley: Jeremy Bullian and Wendy will jointly present at the QEP Spring Institute. Ilene Frank and Wendy prepared a Distance Learning LibGuide for the subcommittee and presented it at the Student Success Committee at its 3/16 meeting.

Kristin Heathcock: Kristin met with Sophia Kowalski from CITT to come up with a plan to promote library resources to faculty. They are going to create a LibGuide with tutorials on accessing the resources and embedding them into courses. Kristin will be presenting on a panel about embedded librarians at the Distance Library Services Conference in April 2012 in Memphis.

Jeneice Sorrentino: A joint Open House will be held on March 26 for the new Academic Success Center and the recently renovated library on the Ybor City Campus. Library resources and services will be highlighted through displays, demonstrations and student activities.

Respectfully submitted,

Wendy Foley, Secretary
Library Cluster