

Agenda
Learning Resources (Library) Committee Meeting
Tuesday, April 23, 2013
3:00 PM – 3:45 PM
ITV 204 Vernon
ITV 715 Century City Center

- I. Call meeting to order.
- II. Approve minutes (attached) from October 9, 2012 meeting.
- III. Review/discuss the following topics:
 - A. Library Survey Results:
 - Student Survey of Library Services (on-site students-Vernon) – Fall 2012
 - Library Survey of Online Students – Fall 2012
 - B. Library services updates on eBooks, promotional initiatives, research guides, and printers.
 - C. QEP assessment and End of Year Report.
- IV. Adjourn

Minutes
 Learning Resources (Library) Committee Meeting
 Tuesday, April 23, 2013
 ITV Rooms 204 (Vernon) and 715 (Century City)
 3:00 PM – 3:55 PM

I. Chair, Marian Grona called the meeting to order at 3:00 PM.

II. Attendance:

Member	Present	Not Present
Marian Grona, Chair	X	
Beth Arnold	X	
Kathy Barfield		X
Annette Bever	X	
Misti Brock		X
Cindy Coufal		X
John Hennington		X
Christina Hoffmaster		X
Dean Johnston	X	
Margaret Patin	X	
Stephen Stafford	X	
Paul Herrera, Student Forum Representative	X	

III. Approval of Minutes from October 9, 2012 Meeting

The Chair reminded the committee that the minutes had already been approved electronically by a quorum of 7 members. Three members abstained from voting.

IV. Committee Recommendations from October 9, 2012 Meeting

The Chair noted the library's efforts to address the committee's recommendations and suggestions. In response to committee recommendations, the library:

1. Updated the website to allow easier access to the popular General Research/Reference database category.
2. Invited faculty and staff to replace the lengthy barcode number used for off campus authentication with a username and password of their choice.

It was asked if usage statistics were maintained for the library's databases.

Marian explained that database usage statics are maintained on a monthly basis.

3. Setup information tables after the start of classes as opposed to during registration.
4. Will begin offering extended hours of operation during final exam weeks during the fall and spring semesters. Extended hours will begin this spring semester with libraries remaining open until 10:00 PM at CCC and until 10:30 PM in Vernon. Marian

explained that security is contracted until 10:00 PM at CCC. Arrangements would need to be made with the security company for hours supervised after 10:00 PM.

V. **Library Survey Results:** The meeting handout included survey results collected during the Fall 2012 for online students and for students attending classes on-site in Vernon. Data collected in the Fall 2011 was also provided in red type for comparison purposes.

A. **Student Survey of Library Services (On-site students in Vernon)**

The Chair opened the discussion by highlighting some of the data collected from the survey:

1. Ratings were quite favorable with most services receiving approval ratings within the 90 percentile range.
2. Hours were the exception with an approval rating of 88%, the same rating as collected in 2011.
3. Of those students offering an opinion, 97% rated the overall quality as good or excellent.

B. **Library Survey of Online Students: Fall 2012**

The Chair highlighted the data as follows:

1. There were only 65 surveys processed as compared to 116 in 2011.
2. Data indicated that fewer classes required library research/resources.
3. The library noted a significant decrease in approval for ILL services. Of the 6 students offering an opinion, ratings were split 50/50 between those students who were pleased and displeased with the service.
4. A drop in approval was also noted for reference assistance. Of the 13 students offering an opinion, 9 students (69%) were pleased with the service as compared to 95% approval in 2011.
5. Several comments indicated that students were unaware of library services.

C. **Marian noted that she was currently reviewing data recently collected from on-site students at CCC and STC.**

1. A preliminary review of CCC data indicated an increase in approval in many areas as expected with the new facility.
2. Hours, however, saw a significant decrease in approval from 82% in 2012 to 69% in 2013. In response to a need for better weekend hours, the library will begin opening on Sundays from 1:00 PM to 8:00 PM in the fall, 2013.
3. The Chair also encouraged faculty to go online and complete the Faculty Survey of Library Services which is posted until May 3rd. As of 10:30 AM, only 17 responses had been submitted.

VI. **Library Services Updates**

A. **Wright Library Printers:**

The Chair noted that 2 high capacity, stand-alone Xerox printers had recently replaced the 3 desktop printers. Marian explained that the Xerox leasing agreement was a cost effective and practical solution to the printing needs in the library.

B. Research Guides: Marian explained that the library was currently updating the content and design of research guides which assist students in locating informational materials in subject specific areas.

C. Promotional Initiatives

Initiatives to promote library services were reviewed.

1. **Information tables:** Information tables were setup after the start of classes during the spring semester. Staff were available to answer questions, demo online resources, and distribute promotional materials.
2. The library has also posted information on VC's social media pages. Messages have included video clips on how to access article databases and other electronic resources (Learning Express Library and Job & Career Accelerator).

D. E-books

The Chair reminded the committee that E-books are conveniently accessible from the online catalog. Searches can be limited to online availability.

Discussion then focused on the following:

1. E-book accessibility through mobile devices and eReaders:

Marian explained that no special applications were needed to view E-books **online** through most smart phones and Apple devices (iPhones and iPads).

However, patrons wanting to access E-books through a Kindle must download and view the book offline.

The **Bluefire Reader**, a free application, is needed for viewing the E-books **offline** on Kindles and other devices.

It was asked if special programs were required for viewing the E-books with a **Nook**. After the meeting, Marian contacted a technical representative with EBSCOhost, the interface used to host many of the library's E-books. The representative explained that the Nook does not support optimal viewing through the browser and recommended that the books be downloaded and read offline. He explained that books can be downloaded to a PC and then transferred to the device using Adobe Digital Editions.

2. Checking out and downloading E-books:

The Chair explained that the downloading of E-books was not currently enabled.

The committee generally agreed that allowing E-books to be downloaded and read offline would be good options for patrons. The committee also recommended that patrons be given the choice of a 3 or 7 day check-out period. The committee agreed that the check-out period should remain brief and certainly no more than one week in duration.

Questions also focused on the capability to place holds and reserves on selected titles.

Marian explained that while holds could be enabled, she was unsure of the capability to restrict certain E-books from being downloaded and checked-out. An EBSCOhost technical support representative contacted after the meeting stated that

he would submit an Enhancement Request to EBSCOhost's development team for assistance in restricting certain E-books from being downloaded.

3. E-book Sites

The Chair noted the availability of several open access websites which allow borrowing of copyrighted titles and free downloading of titles which are out of copyright and in public domain. Marian explained that the sites were posted on the Reference Links page under the heading, "Electronic Resources: eBooks, eJournals, eNewspapers."

The sites are particularly helpful for titles that are in high demand for class projects and assignments. Sites include the following:

- Open Library
- Project Gutenberg
- HathiTrust
- Google Books

VII. QEP Update:

- A. Marian explained that Captivate was used to create a more interactive and engaging database search tutorial. She further explained that assessment would involve surveying a focus group of students to determine their perception of the helpfulness of the tutorial in locating articles for their research.

Questions will include the following:

1. The tutorial was helpful in learning how to search the database.
 2. The length of the tutorial was appropriate.
 3. The tutorial was easily accessible online.
 4. I would access similar tutorials in the future.
- B. The QEP Implementation Committee will review the project's strengths, weaknesses, and feasibility of incorporating Captivate into teaching strategies and technologies campus-wide.

VIII. The meeting was adjourned at 3:55 PM.