

Agenda
Learning Resources (Library) Committee
Tuesday, October 9, 2012
3:00 PM – 4:00 PM
ITV 204 Vernon
ITV 712 Century City

The following topics will be discussed/reviewed during the meeting:

- I. Committee responsibilities.
- II. Committee recommendations from October 20, 2011 meeting.
- III. Survey results 2011-2012.
- IV. Library planning and objectives 2011-2012 and 2012-2013.
- V. QEP update.

Minutes
 Learning Resources (Library) Committee Meeting
 Tuesday, October 9, 2012
 ITV Rooms 204 (Vernon) and 712 (Century City)
 3:00 PM – 3:45 PM

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

II. Committee Responsibilities, Membership, and Attendance

Committee members received a handout which included the committee's purpose, responsibilities, and membership. Marian explained that the committee was primarily charged with assisting in library planning and records management. She further explained that one of the two retention schedules (Schedule GR) adopted two years ago had undergone changes/revisions in July 2012. A memo would be sent to the Deans notifying them of any changes in retention periods applicable to their departments.

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	
Sjohonton Fanner: Director of Student Activities SGA Advisor	X	

III. Committee Recommendations and Minutes from October 20, 2011 Meeting

The committee voiced concerns about computer availability for academic purposes. In response to the committee's recommendation, the library posted signs reserving several computers for academic purposes only. It was noted that the additional computers in the new lab would help resolve some of the issues related to computer availability.

The Chair also noted that the minutes were approved electronically by a quorum of 7 members. Three members abstained from voting.

IV. Library Survey Results

The meeting handout included survey results collected during the 2011-2012 academic year from on-site students, Internet students, and faculty. Data collected in 2010-2011 was also provided in red type for comparison purposes.

A. Student Survey of Library Services 2011-2012 (On-site students)

The Chair opened the discussion by highlighting some of the data collected from on-site students at CC, Vernon, and STC:

1. Century City:

- a. Printers: It was noted that the increase in approval was probably attributed to the high capacity Xerox printer which was installed in April 2011. Approval ratings increased from 61% in 2010-2011 to 84% in 2011-2012.
- b. Computers: The Chair anticipated that the approval ratings would improve since the installation of 14 additional computers in the new lab. The computer lab houses 37 workstations as compared to 23 previously housed in the older facility. The Chair also noted that two additional computers have been setup in the group study rooms.
- c. Hours: Student satisfaction with library hours increased from 79% approval in 2010-2011 to 82% approval in 2011-2012. This was probably attributed to the library opening earlier at 7:30 AM.
- d. Library Environment: Of those students offering an opinion, 81% indicated that the library offered a comfortable and quiet area for research and study. This data was collected prior to moving into the new library which includes 3 group study rooms, leisurely seating areas, and more study tables and chairs. The Chair anticipated that the surveys scheduled for this Spring 2013 will reflect an increase in approval for this area.
- e. The overall quality of library services was rated as follows: 84% good or excellent, 15% fair, and 1% poor.

2. Wright Library, Vernon Campus:

The Chair noted that most approval ratings were in the 90 percentile range with the exception of library hours which received an approval rating of 88%. The committee was updated on weekend library hours in Vernon and Century City as follows: Wright Library, Vernon: Sunday, 1:00 PM to 8:00 PM
Century City Library: Saturday, 8:00 AM to 2:00 PM

- a. Overall Quality of Library Services: Ninety-six percent rated the overall quality as good or excellent and 4% as fair.

3. Skills Training Center Resource Room (Library):

Marian clarified the section pertaining to reference assistance. She explained that Vernon and Century City students were asked to evaluate face-to-face or on-site reference assistance, while STC students were asked to evaluate virtual assistance setup in lieu of on-site library assistance. A dedicated computer is setup to assist

students virtually using Wimba Live Classroom. A significant number of students indicated that they were not aware that virtual assistance was available. In response, the library has worked to promote library services at STC. The library sponsored an open house in September and is currently working to improve signage.

B. Library Survey of Internet Students: Fall 2011

1. Marian highlighted the data by noting three main points:

- Fewer than half (47%) of those surveyed indicated that library resources/research was needed for their online course.
- An increase in approval was noted in several areas including the ability to access databases and eBooks remotely. Marian noted that the library has worked to ensure that databases are easily and efficiently accessible off campus.
- A high number of students offered no basis for opinion when asked to evaluate library assistance and Interlibrary Loan.

C. Faculty Survey of Library Services

1. Several points were highlighted as follows:

- Data indicated an increase in awareness of programs offered. The library has tried to promote services through brief email notifications.
- A number of faculty (29%) indicated that they experienced technical problems in accessing databases.
Marian thought that authentication through the new EZproxy software would resolve some of the technical problems associated with the remote access procedure.

Cindy Coufal requested clarification on the procedure for accessing databases off campus.

Marian explained that faculty are asked to login with a library card number and PIN. She further noted that instructors can contact the library staff via email to request or to verify a card number.

It was also noted that the card number is lengthy and difficult to remember. Stephen Stafford, Century City Librarian, explained that faculty may designate a number of their choice to replace the lengthy barcode number. Marian stated that she would notify faculty via email of the login procedure and of the option for requesting a customized library ID number.

It was requested that the library change the arrangement of the main database categories on the menu page to facilitate access to the popular General Research/Reference category.

The categories have been rearranged to facilitate access.

Committee member, Annette Bever, asked about usage policies concerning the new CC computer lab at the east entrance.

It was recommended that Annette contact Donna Turney, Computer Lab Monitor, for information on lab policies and procedures.

- Marian stated that an increase in approval was noted for databases, print collections, and the overall quality of library services.

V. Library Programming 2011-2012

Chair, Marian Grona, noted that library programming focused on improving student awareness and access to library services. Priorities also included staff development opportunities and preparations for relocating to the new CC Library.

A. Marian summarized advertising efforts as follows:

- Posted messages on VC's Facebook and Twitter pages.
- Developed a virtual tour of the Wright Library. The tour includes links to photos and information on library services and on other departments housed in the building.
- Updated the email flyer sent to all VC students at the start of each semester.
- Sponsored an open house at STC. The event included database demos, refreshments, promotional materials, and a drawing.
- Setup informational tables during registrations in Vernon and Century City. A computer was setup and staff were available to answer questions and demonstrate how to access databases and other services. Marian noted that the display generated little interest as students seemed primarily focused on completing the registration process.

The committee suggested that information tables be setup on the first day of class rather than during registration. It was suggested that tables could be setup in the lobbies, break rooms, or Sub.

- Sent brief email notifications informing faculty of library services.

B. Efforts to improve student access to library services were also highlighted:

- Marian explained that a primary effort involved the installation of EZproxy as a means for authenticating remote users. She noted that logging-in through the proxy server allows seamless access to e-books from the catalog and should prove to be a more efficient and reliable system for accessing licensed content remotely.
- Marian reminded the committee that the Century City Library began opening earlier at 7:30 AM in September 2011.

C. Marian noted that library staff participated in a number of staff development opportunities as follows:

- Library staff participated in database training webinars for Gale's Literature Resource Center and for ProQuest's Heritage Quest and Texas Digital Sanborn Maps.
- Stephen Stafford and Marian Grona attended the Texas Library Association Conference in April.

- Marian attended the NISOD Conference in May and presented at the 2012 Distance Learning Conference at Kilgore College in July. Marian explained that she presented on how she's using Captivate to create more interactive and engaging library tutorials.

D. Marian also explained that much work, planning, and preparation went into moving the Century City Library.

VI. Library Programming 2012-2013

Marian noted that programming would focus on advertising services and on improving student access to library instruction through updated tutorials and research guides.

Marian explained that she was currently looking into the feasibility of using a web-based tool called LibGuides as a means for posting the research guides. Research guides posted on LibGuides have a more professional appearance and are easier to navigate and update. LibGuides also provides a means for tracking usage statistics.

A. QEP Pilot Project: Marian also stated that she would be working to complete her QEP pilot project. She explained that she needed to 1) post the tutorial, 2) assess the effectiveness of content delivered through software simulations, and 3) submit mid and end of year reports.

For her project, Marian used software simulations and interactive objects to create a more interactive and engaging tutorial. Captivate allows interactivity through text entry boxes, click boxes, and quizzes.

VII. The meeting was adjourned at 3:45 PM.

Note: After the meeting was adjourned, it was suggested that the library consider sponsoring a "Study Week" during final exams with extended evening hours from 9:30 PM until midnight.