

Agenda
Learning Resources/Library Committee
October 14, 2016
11:00 AM – 12:00 PM
ITV Rooms 712 (CCC) and 204 (Vernon)

The Committee will discuss/review the following topics:

- I. Accomplishment of committee recommendations
- II. Library survey results-Spring 2016
 - A. Faculty Survey of Library Services
 - B. Student Survey of Library Services (On-site students at CCC, STC, and Seymour)
- III. SACSCOC Compliance Certification narratives
- IV. Institutional Effectiveness Plan and Annual Action Plan summaries for 2015-2016
- V. Institutional Effectiveness Plan and Annual Action Plan objectives for 2016-2017
- VI. Staffing Update
- VII. New database resources
- VIII. Promotional initiatives

Learning Resources/Library Committee Meeting Minutes

October 14, 2016, 11:00 AM

ITV Rooms 204 in Vernon and 712 at CCC

Attendance:		
Member	Present	Not Present
Beth Arnold		x
Kathy Barfield		x
Annette Bever	x	
John Hennington		x
Christina Hoffmaster		x
Dean Johnston	x	
Joe Onder		x
Thomas McNeely	x	
Melanie Milner	x	
Whitney Adkins		x
Cassie Shaw		x
Stephen Stafford	x	
Angela Ward		x
Shealeigh Jones, Student Activities Director		
Willis Moore, Student Forum Representative		
Tyler Aylor, Student Forum Representative		

I. Approval of Minutes:

- A. The Chair noted that the minutes from the February 12, 2016 meeting were approved electronically by a quorum of 9 members.

II. Review of Survey Results Collected in the Spring

A. On-site Students at CCC: The Chair summarized the results as follows:

1. The library processed 266 surveys.
2. Approval ratings for hours of operation (76%) and printers (83%) fell below the targeted 85% approval as stipulated in the library's Institutional Effectiveness Plan.
 - a. In response, weekend hours of operation at CCC were extended from 7 to 10 with the hours split equally between Saturday and Sunday as recommended by the Library Committee in the September 2014 meeting.
 - b. About 2 to 3 months prior to administering the survey, the library replaced the older printer with a new unit. The library will continue to work to ensure technical issues are addressed in a timely manner.
3. Students rated the overall quality of library services as follows:
84% - good or excellent 14% - fair
The Chair noted that it would be interesting to see if the overall approval improved with the new weekend scheduling.
4. The Committee discussed the data showing that 79% of the students indicated that they received information on library services.
 - a. The Chair reminded the Committee that the flyer emailed to all students at the start of each semester remains a primary means for notifying students of library services.
 - b. Students may not have read the email or may have interpreted the question as meaning print rather than electronic copies of information received.

B. On-site Students at STC: A total of 78 surveys were processed.

1. Databases (82%) and book collections (81%) fell below the targeted 85% approval.
 - a. Marian noted that the library offers a quality collection of databases supporting career and technical programs. She further noted that library staff can assist students in searching any of the databases for articles on a specific topic. A dedicated phone and computer with web conferencing are setup to assist students in lieu of on-site support.
 - b. Students can also request books from the main collection in Vernon.
 - c. Surveys showed that a considerable number of students were unaware of inter-campus borrowing or of the ability to request assistance via the dedicated phone and computer. In response, instructors at STC were asked to distribute library information during each of their classes as a means for promoting library services.
 - d. Eighty-four percent of the respondents rated the overall quality as good or excellent.

C. On-site Students at the Seymour Learning Center: A total of 11 surveys were processed.

1. Marian noted that only book collections (83%) fell below the targeted 85% approval.
 - a. When asked if they were able to locate the books needed for their research, 5 students selected "Yes," 1 selected "No," and 5 students offered no basis for opinion.
 - b. Marian stressed the importance of inter-campus borrowing to expand student access to print collections. With a limited collection at Seymour, students can request materials from the Wright Library in Vernon.
 - c. Marian further noted that inter-campus borrowing options as well as the availability of eBooks are promoted during library orientations scheduled in the fall and spring.
 - d. Ninety percent of the students surveyed rated the overall quality of library services as good or excellent.

D. Faculty Survey of Library Services The library processed 38 surveys.

1. Marian mentioned the possibility of offering an incentive such as an Amazon gift card to increase faculty participation. She noted that an incentive was recently offered to increase faculty/staff participation in the Staff Development survey.
2. Approval ratings were good and exceeded the targeted 85% approval for library services as stipulated in the library's Institutional Effectiveness Plan.
 - a. Marian explained that ratings were based on the number of instructors actually utilizing the service. Responses addressing awareness or no basis for opinion were not calculated into the approval ratings.
3. Awareness was increased for 5% or more for purchase recommendations, library instructional support, and reserves.
 - a. Achieving a 5% increase in awareness was an outcome included in the Institutional Effectiveness Plan.
4. It was also noted that a significant number of responses offered no basis for opinion.

III. SACSCOC Compliance Certification and Reaffirmation of Accreditation Update

- A. Marian explained that the SACSCOC Ten Year Report was due in March 2018.
- B. She further noted that all first drafts of the compliance narratives were to be completed and posted to the shared drive by October 28, 2016.
 1. Marian explained that the four components addressing library services required:
 - a. Descriptions of the resources and services offered
 - b. Information on how the library ensures equitable access to resources for all students including online students and dual credit/concurrent enrollment students at service area high schools
 - c. Information on how the library ensures resources are sufficient to meet the needs of the instructional programs offered
 - d. Evidence that the library hires a sufficient number of qualified staff to accomplish the mission of the College
 - e. Information on how users are provided access to library instruction
 2. Marian explained that she was currently working to organize supporting documentation such the College's Memorandum of Understanding with Sheppard Air Force Base and the library's TexShare participation agreements.

IV. Institutional Effectiveness (IE) Plan and Annual Action Plan Objectives, 2015-2016

- A. Marian explained the College's planning and effectiveness process as follows:
 1. The IE Plan articulates expected outcomes as well as assessments used to measure outcomes.
 - a. The expected outcomes were included in the handout distributed to all committee members.
 2. The Annual Action Plan then details the steps needed (objectives) to complete the assessments. The Annual Action Plan also includes statements as to why the assessment is needed and how the results will be used for improvement.
 - a. The Annual Action Plan objectives addressed the need to monitor student feedback regarding hours of operation at CCC and to implement strategies for promoting library services for faculty.

V. Institutional Effectiveness Plan and Annual Action Plan Objectives for 2016-2017

- A. The Chair noted that a new outcome included in the IE Plan addressed the need to increase awareness of library services by 5% for students attending Skills Training Center.
- B. Annual Action Plan objectives included:
 1. Promotional initiatives:
 - a. Update library information on webpage for Student Support Services for Distance Education. The link currently goes to the library homepage. Request that the link go to flyer highlighting library services.
 - b. Coordinate with Early College Start Coordinator in distributing library brochures at high schools.
 - c. Promote services to faculty through brief email notifications and through presentations at division meetings and the Fall Kickoff. Also explore option of providing incentives for participation in Faculty Survey of Library Services.
 2. Hourly Pay Increase for Part Time Employees
 - a. Marian noted that the hourly rate of pay increased from \$9.00 to \$9.50 per hour at the beginning of the fall semester. She also stated that any requests requiring budgetary increases needed to be tied directly to the Annual Action Plan.

3. The final objective addressed the need for an all-in-one computer to use as an information kiosk for promoting library services at various venues. The computer was needed since the laptops from the VCIC were in high demand and frequently checked out.
 - a. Marian explained that the computer had already been purchased and that she was currently looking for a new kiosk software to install. The previous software required an annual renewal and had recently undergone a price increase.
4. Marian asked that committee members contact her with ideas or suggestions for improvement to include in the 2017-2018 Annual Action Plan. Suggestions can address all areas of library programming including hours of operation, marketing, technology, furnishings, etc.

VI. Staffing Update

- A. Marian stated that Jesse Dominguez, library assistant (50% time) in Vernon, had recently resigned to accept a full time job at the Moffett Library at MSU. Deanna Rainwater was hired to fill the vacated position. Deanna had proctored for ITV and had substituted in the library.

VII. New Database Content

- A. Marian noted that information on new database content had been emailed to all faculty and staff through the morning updates.
- B. Content included legal information, the Proquest Sci/Tech Premium Collection, and Pronunciator, a language learning database. Marian mentioned that she had received staff requests for a language learning resource such as Rosetta Stone.

VIII. Promotional Initiatives

- A. Marian noted several initiatives to help increase awareness of library services:
 1. STC faculty were asked to distribute print copies of library information during each of their classes.
 2. Informational materials for classroom distribution will also be sent to faculty at Sheppard Learning Center and at service area high schools.
 3. Marian stated that she emailed instructors teaching dual credit/concurrent enrollment classes at service area high schools and offered to present a brief 5-7 minute library orientation online through web conferencing. None of the instructors replied back with an interest in scheduling an orientation.
 4. Marian noted that Student Services mails New Student Orientation packets to online students not attending an orientation on campus. She further noted that she will follow up to ensure library information included in the packets is updated.
 5. Marian mentioned that she had explored website walkthroughs as a means for assisting students in locating and accessing resources from the library homepage. Walkthroughs use text captions to guide the user to a particular resource or service. Students could request assistance in locating a resource by selecting from a drop down menu posted on the homepage. The drop down menu would include options on how to find articles, eBooks, career resources, library assistance, etc.
 - a. Marian mentioned that the subscription cost for this type of software can be quite expensive. Since the meeting, however, she has located less expensive options.
 - b. It was suggested that the library inquire as to whether this technology is being taught in a programming course offered at STC.

IX. Committee Recommendations

A. The following recommendations submitted by the Committee are being implemented by the library:

1. The library will continue setting up information tables in the spring after the kiosk software has been purchased and installed.
2. VC's Facebook has been utilized for promoting library services. The animated orientation was posted at the start of classes in the fall.
3. The library will email the information flyer several times throughout the semester instead of only once at the start of classes.

X. Discussion

A. Marian stated that she had presented at the Cross Timbers Library Collaborative Conference at Tarrant County College in July. The presentation focused on how the library has used Crazy Talk Animator 2 in creating an animated orientation.

1. Marian mentioned that she had developed a video tutorial on how to use the software and offered to email a link to the tutorial to anyone interested in exploring the software.

B. It was suggested that the library provide instructors with a brief (3-4 lines) summary of library services to post in their course outlines.

C. It was noted that survey results were less reliable when the participation rate is low.

D. Willis Moore, Student Forum Representative, stated that the Student Forum would be glad to help promote library services by distributing brochures during registration and New Student Orientation sessions.

E. It was also suggested that the library acquire a color printer.

XI. Adjournment: The meeting was adjourned at 11:50 AM.