Agenda
Learning Resources/Library Committee Meeting
Friday, February 23, 2018
11:00 AM
ITV Rooms 204 (Vernon) and 712 (CCC)

I.   Review survey data collected during the fall 2017 semester:
    A.   Library Survey of Online Students
    B.   Student Survey of Library Services (on-site students in Vernon)

II.   Review timeline for submitting the College's SACSCOC Compliance Certification Reaffirmation Report.

III.   Review accomplishment of committee recommendations.

IV.   Update committee on the following:
    A.   Collection development initiatives
    B.   Promotional initiatives

V.   Update committee on progress of implementing a new chat platform for the library's live chat service.

VI.   Review survey schedule planned for the spring 2018 semester.

VII.   Review library objectives and expected outcomes for:
    A.   Annual Action Plans: 2017-2018 and 2018-2019
    B.   Institutional Effective Plan: 2017-2018

Minutes: Learning Resources/Library Committee Meeting
February 23, 2018, 11:00 AM
ITV Rooms 204 in Vernon and 712 at Century City Center

Attendance:

Member	Present	Not Present
Beth Arnold	x	
Kathy Barfield		x
Annette Bever		x
Christina Hoffmaster		x
Dean Johnston		x
Thomas McNeely		x
Melanie Milner		x
Joe Onder		x
Mark Roberson		x
Mike Ruhl		x
Cassie Shaw		x
Stephen Stafford	x	
Angela Ward		x

I. Approval of Minutes: The Chair noted that the minutes from the October 20, 2017 meeting had been approved electronically by a quorum of 9 members.

II. Committee Recommendations:

A. The Chair addressed the Committee's recommendation that the library notify students and faculty on how to login remotely to the library's databases.
   1. Marian explained that instead of emailing a notification, a qualifier was placed on the login window alerting students to not include **chaps** with the PIN.
B. Marian also addressed the Committee's recommendation to include the library's career database, Learning Express Library, along with Career Coach on the Student Services website.
   1. Criquett Lehman noted that Student Services would consider including Learning Express Library as a resource on their career page which is currently undergoing review.

III. Library Survey Results
   A. Student Survey of Library Services, on-site students in Vernon
      1. The Chair noted that a total of 223 surveys were processed.
      2. All but one service, library hours, received approval ratings of 89% or higher.

a) Library Hours: Hours of operation received an approval rating of 81%. Hours were also benchmarked against the College's cohort group of 8 institutions in the fall 2017. For the second year, the library offered the highest number of weekly operating hours.
b) Overall Quality of Library Services: The overall quality received an approval rating of 92%.
c) Marian noted that students utilizing ILL were pleased with the service; however, an almost equal number of students were unaware of the ability to request books which are unavailable within the VC Library System.
d) Marian noted that the library will utilize the new orientation webpage as a medium for promoting ILL.

B. Library Survey of Online Students
1. The library processed 171 surveys.
2. All services received approval ratings of 93% or higher.
3. Surveys also showed an increase in awareness by at least 5% for database resources, online assistance, and for the ability to request books from the main collection in Vernon.
   a) Increasing awareness by at least 5% was an expected outcome placed in the library's Institutional Effectiveness Plan for 2017-2018.
   b) Marian noted that promotional initiatives have included the new orientation webpage which was posted at the start of the fall semester 2017.

IV. SACSCOC Update
A. Marian noted that the College's entire Compliance Certification Reaffirmation Report was being mailed for review by the Off-site Review Team on Friday, February 23rd.
B. She further noted that the College will hear back on the status of the report by the end of May or early June.
C. Any requests for clarification or additional information will be addressed in Focused Reports.

V. Updates on Collections and Promotional Initiatives:
A. Marian noted that the library has worked on updating the nursing collections.
1. Titles older than 5 years are either deleted or kept for historical significance.
2. New books are being purchased to replace the deleted titles.
B. Marian noted that in an effort to promote library services, brochures were distributed to dual credit and STC students. Other initiatives have included the email flyer sent at the start of each semester as well as the new orientation webpage and webinars scheduled throughout the fall and spring semesters.

VI. New Live Chat Interface
A. The Chair noted that the library was evaluating a new software entitled LiveChat to replace the live chat software currently in use. The library is looking for a more user friendly and reliable product for facilitating the chat service.

VII. Software for Developing Library Tutorials
   A. Marian explained that the library was considering the use of a software called Guide on the Side for creating more engaging and interactive library tutorials.
      1. The software was developed by the University of Arizona librarians and allows students to search a database in real time with instructions opened in a separate window to the left of the live webpage.
      2. Marian mentioned that the software is similar to website walkthroughs since both products provide guided instruction within the live online environment.
      3. Marian demonstrated a catalog search tutorial developed by the University of Arizona librarians.
      4. She further noted that the software is available at no charge to other libraries.
      5. It was noted that tutorials developed in Guide on the Side would be more convenient by not separating the tutorial from the actual online resource. There would be one access point for viewing instructions while searching in real time.

VIII. Spring Survey Schedule
   A. Marian noted that faculty, dual credit students, and on-site students at CCC, STC, and Seymour would be surveyed this spring.

IX. Annual Action Plan Objectives
   A. Marian noted that objectives for the current 2017-2018 Annual Action Plan have focused on initiatives for promoting library services including completion of the orientation webpage, the scheduling of orientation webinars, and the distribution of library brochures to dual credit and STC students.
   B. Objectives for 2018-2019 will focus on supporting the QEP and on promoting library services.
      1. QEP: In support of the QEP, the library will develop collaboration stations in group study rooms at CCC and in Vernon. Collaboration stations facilitate group work on projects or presentations through use of a large, flat screen monitor, docking stations, and the capability for each group member to display his or her laptop or mobile device screen on the monitor.
         a) Library staff will also participate in professional development trainings for information on Inquiry Based Learning.
      2. Promotional Initiatives:
         a) The library will capitalize on the orientation webpage for promoting services.
         b) The library will also develop assessments for evaluating the orientation webpage and online webinars. Follow up surveys developed in Survey Monkey can be posted via a link on the orientation page and via a follow up email sent to webinar participants.

X. Institutional Effectiveness (IE) Plan
   A. Expected outcomes placed in the library's 2017-2018 IE Plan were to increase awareness by at least 5% among online, dual credit, and STC students.
   B.   Marian explained that surveys collected from online students in the fall showed an increase in awareness by at least 5% for database resources, online assistance, and for the ability to request books from the main collection in Vernon
   C. STC and dual credit students will be surveyed in the spring.

XI. The meeting was adjourned at 11:28 a.m.