Agenda
Learning Resources/Library Committee Meeting
Friday, September 24, 2021
9:00 a.m.
Online Meeting

I.    Review approval of minutes from March 12, 2021 meeting.
II.   Review committee responsibilities.
III.  Discuss survey results collected during the Spring Semester 2021.
    A.  Library Survey of On-Site Students in Vernon, Century City Center, and Skills Training Center
    B.  Library Survey of Dual Credit/Concurrent Enrollment Students
    C.  Library Survey of Online Students
    D.  Faculty Survey of Library Services
IV.   Review/discuss the following:
    A.  Library Staffing
    B.  Hours of Operation  Comparison with Cohort Institutions
    C.  Relocation of Skills Training Center Library to Room 106
    D.  Launch of new public access catalog
    E.  Homepage Update
    F.  Database Update

Minutes
Learning Resources/Library Committee Meeting
September 24, 2021
9:00 a.m.
Online Meeting

Attendance

| Member | Present | Not Present |
|---|---|---|
| Beth Arnold | x | |
| Annette Bever | x | |
| Tracy Catlin | | x |
| Christina Hoffmaster | x | |
| Dean Johnston | x | |
| Thomas McNeely | | x |
| Melanie Milner | | x |
| Shani Page | x | |
| Mark Roberson | x | |
| Amanda Snook | | x |
| Stephen Stafford | x | |
| Angela Ward | | x |

I.      Approval of Minutes
    A.  The Chair noted that the minutes from the March 12, 2021 meeting had been approved
        electronically by a quorum of 7 members.
II.     Committee Responsibilities
    A.  Marian noted that the committee's primary responsibilities focused on promoting and
        evaluating library services and programs.
    B.  She further noted that the library relies heavily on user surveys for demonstrating
        institutional effectiveness and service quality.
            1.  Survey data is the main assessment used in measuring expected outcomes in
                the library's Institutional Effectiveness Plan.
            2. The library targets approval ratings of at least 85%.
    C.  Marian invited recommendations and suggestions as the committee reviewed survey
        data.
III.    Review of Survey Results
    A.  The committee first looked at data collected from on-site students at CCC.
            1. Since Covid safety protocols were still in place, the survey was administered
                online instead of face-to-face.
            2. The same survey was administered to all students and addressed online
                services, not site-specific services.
            3. The library processed 142 surveys.

      4. Services received approval ratings of 93% or higher from those students offering an opinion, thus exceeding the library's targeted goal of 85% approval as per the library's Institutional Effectiveness Plan.

      5. The overall quality of library services was rated good or excellent by 95% of respondents.

      6. Responses of "unaware' or "N/A" were not included in the tabulation of approval ratings.

B. The committee also reviewed data collected from STC students.

      1. Marian noted that the library processed 11 surveys compared to 17 during the spring 2020.

      2. The survey was posted as a general announcement in Canvas.

      3. Five $25.00 Amazon gift cards were offered as incentives for completing the survey.

      4. Ratings were good with 100% approval from those students offering an opinion.

      5. Marian noted the high margin of error caused by low participation rates.

          a. Out of the 11 responses collected for database quality, 3 students offered no basis for opinion and 2 selected unaware, thus leaving only 6 students to evaluate the service.

C. Data collected from Dual Credit/Concurrent Enrollment Students was reviewed.

      1. Marian noted that the library processed 37 surveys, half the number processed in 2020.

      2. Approval ratings were good with 94% rating the overall quality of library services as good or excellent.

      3. Data showed an increase in awareness for online assistance via email or live chat.

D. Survey Data for On-Site Students in Vernon

      1. Marian noted that the library processed 40 surveys.

      2. Services received approval ratings of 93% or higher.

      3. The library dropped in approval for overall quality from 97% (good or excellent) in 2020 to 89% in 2021.

E. Library Survey of Online Students

      1. The library processed 30 responses, down from 61 processed in 2020.

      2. All services received approval ratings of 100% from those students offering an opinion.

          a. The meeting document included approval ratings as well as the number of students selecting "unaware" or "No Basis for Opinion."

F. Faculty Survey of Library Services

      1. The library processed 28 surveys, more than the 12 surveys processed in 2020.

      2. Drawings for four $25.00 Amazon gift cards were offered as incentives for participation.

      3. Participants were either pleased with the services or offered no basis for opinion.

      4. The library noted some drop in approval for databases and books.

       a. Database approval fell from 100% (good or excellent) in 2020 to 84% in 2021. Databases were rated "average" by 11% of participants.

       b. Books also fell in approval during 2021. In 2020, 100% of participants rated the overall quality of books as good or excellent. In 2021, books were rated good or average at 56% and 39% respectively.

       c. The overall quality of library services remained high at 92% good or excellent.

IV. Topics of Discussion

   A. Staffing: Marian noted that Deanna Rainwater, library associate for circulation, recently resigned after 5 years of service.

   B. Hours of Operation

      1. Marian noted that the library had returned to pre-pandemic or regular hours of operation.

      2. She further noted that a study of co-hort institutions showed that VC offered the most weekly hours of operation ranging from 44 hours to 65 hours offered by VC.

   C. Relocation of Skills Training Center Library to Room 106

      1. Marian stated that relocating the library from Room 212 to Room 106 will improve visibility and access to the library since 106 is located at the entrance to the building.

      2. Marian noted that signage will be added at the hallway entrance to the library.

   D. New Public Access Catalog

      1. The Chair mentioned that she had received compliments on the new catalog and virtual bookshelf.

      2. Other features include a marquee of new books and a more intuitive search interface.

   E. Update on New Homepage Design

      1. Marian stated that the plans and new design elements for the library homepage have been given to the Coordinator of Marketing and Community Relations. The Coordinator of Marketing will then forward the plans to RunBiz for development and posting to the web.

   F. Database Update

      1. Marian noted that all technical issues preventing off-campus access through the website had been resolved.

      2. She stated that direct links to databases had been posted in Canvas as a work-round to ensure student access to resources while trying to resolve the proxy issues.

      3. Technical issues were caused by upgrades needed to the EZProxy software used to authenticate off-campus users.

         a. Marian explained that she was exploring the option of having EZProxy host the library's database resources on their server, thus eliminating the need for software maintenance, updates, and compatibility concerns.

  b. The cost of hosting would include a one-time implementation fee of $2,060.00 and an annual fee of $2,015.00.

  c. Members agreed that reliable, 24/7 access to electronic resources was essential in supporting student access to informational resources for research projects and classroom assignments.

  d. The library currently pays $670.00 annually for software support.

  e. It was suggested that the Chair research cohort institutions to determine the types of options used for allowing off-campus access to electronic resources.

  f. It was asked if only Ebscohost databases were inaccessible off campus.

  g. Marian explained that all subscription databases were inaccessible while the EZProxy software was down.

 4. Marian noted that the new homepage will include a "Featured Database" section for promoting the library's database collection.

 5. The library received a one-time reduction in the fees charged for participation in the TexShare Database Program.   TexShare explained that the reduction was facilitated through a grant received from the Institute of Museum and Library Services through the American Recovery Plan Act (ARPA).

V. The meeting was adjourned at 9:45 a.m.