

Agenda  
Learning Resources/Library Committee Meeting  
Friday, October 20, 2017  
11:00 AM  
ITV Rooms 423 (Vernon) and 717 (CCC)

The Committee will discuss/review the following topics:

- I. Committee responsibilities
- II. Accomplishment of committee recommendations
- III. Library survey results – Spring 2017
  - A. Student Survey of Library Services – on-site students at CCC, STC, and Seymour
  - B. Library Survey of Dual Credit/Concurrent Enrollment Students
  - C. Faculty Survey of Library Services
- IV. Summary of Institutional Effectiveness Plan, 2016-2017
- V. Summary of Annual Action Plan, 2016-2017
- VI. Library promotional initiatives
- VII. Timeline for submitting final drafts of SACSCOC Compliance Certification narratives
- VIII. Database subscriptions

Minutes: Learning Resources/Library Committee Meeting  
October 20, 2017, 11:00 AM  
ITV Rooms 423 in Vernon and 717 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 February 10, 2017 meeting had been approved electronically by a quorum of 7 members.
- II. Review of Committee Responsibilities:
  - A. The Chair highlighted the Committee's role in assisting with the planning and evaluation of library services and programs.
  - B. She also clarified those responsibilities pertaining to records management.
    1. Marian explained that the College must have retention schedules on file with the Texas State Library and Archives commission. The adopted schedules for community colleges and other local governments designate the length of time records must be kept before they're disposed of.
    2. Marian further noted that she would be updating the Deans on retention changes associated with GR, the adopted schedule for other local governments.
- III. Committee Recommendations:
  - A. The Chair addressed the Committee's recommendation that the College request an official statement in writing on the policy pertaining to civilian student use of the Base Library at SAFB.
  - B. Marian explained that since the email correspondence was submitted by the Chief Education and Training Section official at SAFB, the information would stand as official policy regarding civilian student access to the Base Library. The Base Library

may be utilized by active duty military personnel and their dependents attending Sheppard Learning Center; however, the pass issued to civilian students does not allow access to the Base Library.

#### IV. Library Survey Results

##### A. Student Survey of Library Services, on-site students at Century City Center

1. The Chair noted that a total of 269 surveys were processed.
2. The Committee reviewed those services falling below the 85% approval rating as stipulated in the library's Institutional Effectiveness Plan.
  - a) Hours of Operation: Marian stated that she anticipated an increase in approval after extending weekend hours in the fall 2016. Surveys, however, showed a decrease in approval from 76% in 2016 to 71% in the spring 2017. Hours were also benchmarked against the College's cohort group of 8 institutions. For the second year, the library offered the highest number of weekly operating hours.
  - b) Printers: Since the library printers remained in good working order during the year, it was speculated that the Allied Health Lab printers may have been a factor in the lower approval rating. Several comments addressed dissatisfaction with the Allied Health Lab printers.
  - c) Coin-operated copy machine: There were technical issues associated with the copier during the year. In an effort to ensure that the copier remains in good working order, the library will work to report technical issues in a timely manner.
  - d) Book Collections: The Chair noted a 5% drop in approval for the book collections at CCC, from 88% in 2016 to 83% in 2017. In response, the library will work to promote inter-campus borrowing which gives students access to the print collections on the Vernon Campus. Surveys showed a significant number of students were not aware of inter-campus borrowing.
  - e) Overall Quality: The overall quality of library services fell from an approval rating of 84% as good or excellent in 2016 to 77% in 2017. The Chair mentioned that disapproval with the printers and hours may have influenced the lower rating.

##### B. Student Survey of Library Services, on-site students at STC

1. The library processed 77 surveys.
2. A significant number of students offered no basis for opinion on almost all services.
3. Services falling below the targeted 85% approval included the printer, computers, and the overall quality of library services.
  - a) Computers: Computers registered an 84% approval, only 1% below the 85% approval targeted in the IE Plan. There were few technical issues with the computers during the year. In addition to the 6 library computers, 20 additional student workstations are available in the STC

computer lab. Students are notified of the computers via a notification posted on the desktops of the library computers.

- b) Printer: There were numerous technical issues with the printer during the year. In response, the library replaced the Dell 1710n with an HP model similar in size and capacity.
- c) Overall Quality: Students rating the overall quality as good or excellent fell from 84% in 2016 to 78% in 2017.

C. Student Survey of Library Services, students attending the Seymour Learning Center.

- 1. Marian noted that the library processed 8 surveys.
- 2. She also noted that there were more students offering no basis for opinion than in the previous year.
- 3. Services falling below 85% approval included online reference assistance and books.
  - a) Online Reference Assistance: Only 2 of the 7 students responding to the survey offered an opinion when asked if they were pleased with the assistance they received via email or live chat. With one of the two responses being negative, the approval rating was 50%.
  - b) Book: One of the three students offering an opinion indicated that he/she was able to locate the books needed for research or course assignments. With two negative responses, the approval rating was 33%. Students may request books from the main collection in Vernon. When asked if they were pleased with the inter-campus borrowing service, 7 students offered no basis for opinion, while one student was unaware of the service. In response, the library has highlighted inter-campus borrowing options in the new orientation webpage.

D. Library Survey of Dual Credit Students

- 1. The Chair noted that this was the first year the library had surveyed dual credit students.
- 2. The survey was administered online through Survey Monkey. Drawings for two \$25.00 Amazon gift cards were offered as incentives for participation.
- 3. The library processed 47 surveys.
- 4. All services received approval ratings of 86% or higher. Ninety-three percent of the students rated the overall quality of library services as good or excellent.
- 5. A significant number of students were unaware of online reference assistance and of the ability to request books from the main collection in Vernon (inter-campus borrowing). Inter-campus borrowing is essential in providing equitable access to books for all students. In response, the library has promoted in the service in the new orientation webpage completed in August 2017. The orientation also promotes online reference services available via email or live chat. Initiatives also included the scheduling of live, online orientations offered throughout the fall and spring semesters.

E. Faculty Survey of Library Services

1. The library processed 34 surveys.
2. The library will offer 2 drawings for \$25.00 Amazon gift cards as a means to increase faculty participation in the survey this spring.
3. The approval rating for books (82%) fell below the targeted 85% approval. Marian noted that faculty had recently been invited to submit recommendations for the purchase of library materials as a means to improve the quality of collections at all campuses.
4. One-hundred percent of faculty rated the overall quality of library services as good or excellent.
5. Outreach efforts have proven effective toward increasing awareness of library services.

#### V. Institutional Effective Plan 2016-2017 Summary

- A. Marian reviewed the IE Plan's expected outcomes as follows:
  1. To meet the needs of library users as evidenced by approval ratings of at least 85% for library services. This outcome was partially achieved.
  2. To ensure faculty and student awareness of library services.
  3. To increase awareness of library services among STC and online students by at least 5%. This outcome was not achieved.
  4. To ensure library hours of operation are above the average number of hours offered by the College's cohort group of 8 institutions. For the second year, the library's hours of operation exceeded those offered by the cohort group.
- B. Marian noted that in an effort to increase awareness of library services among all students, the library has developed an orientation webpage. The orientation serves as a readily accessible and concise overview of library services. Information assists students in accessing databases, the online catalog, career resources, group study spaces, and online assistance.
- C. Marian noted that the library is also offering live, online orientations throughout the fall and spring semesters. Students may view a schedule and register online from a link posted on the orientation webpage.

#### VI. Summary of Annual Action Plan 2016-2017

- A. Marian reviewed the objectives placed in the library's Annual Action Plan.
  1. A kiosk software was purchased as a means to convert the all-in-one computer into an information kiosk for promoting library services at various venues.
  2. The hourly rate of pay was increased from \$9.00 to \$9.50 per hour effective at the start of the fall semester 2016.
  3. In an effort to increase awareness of library services, the library developed an orientation webpage. The library also began offering live, online orientations in the fall 2017.

## VII. SACSCOC Compliance Certification Narratives

- A. Marian noted that the deadline for posting all narratives to the shared drive was October 31, 2017. She further noted that she had received good recommendations/suggestions from VC employees assigned to the review teams.

## VIII. Database Update

- A. Marian noted that two databases had recently been discontinued based on usage statistics and on recommendations by the faculty.
- B. The discontinued databases included CINAHL (Cumulative Index of Nursing and Allied Health) and Micromedex. CINAHL is primarily an indexing database with limited full-text, while Micromedex is a clinical reference tool similar to a resource already available in the nursing curriculum.

## IX. Discussion

- A. [It was suggested that a memo be sent notifying students and faculty about the credentials needed to login off campus.](#) Marian noted that a qualifier would be placed in the login window letting students know to enter the 4-digit PIN without typing “chaps” in front of the number. Students are required to enter “chaps” with the PIN when logging-in to Canvas.
- B. [It was also suggested that Student Services be notified about the availability of the library’s premier career development resource, Learning Express Library, for discussion during New Student Orientations.](#) The resource includes a resume builder, a job search tool, and a test preparation module.

## X. Adjournment

- A. The motion was made by Mark Roberson and seconded by Beth Arnold to adjourn the meeting at 11:40 a.m.