Agenda
Learning Resources/Library Committee Meeting
Friday, September 18, 2020
10:00 a.m.
Web-Conferencing

I. Review survey results collected in the spring:
    A. On-site students at CCC
    B. On-site students at STC
    C. On-site students at Seymour
    D. Dual credit students
    E. Faculty

II. Review library programming:
    A. Instructional testing
    B. Promotional initiatives
    C. Protective measures during pandemic
    D. Professional Development
    E. Research Guides

III. Update on library homepage design

IV. Update on software upgrade

V. Review final summary for Institutional Effectiveness Plan

Minutes
Learning Resources/Library Committee Meeting
Friday, September 18, 2020
10:00 a.m.
Web Conferencing

Attendance

	Present	Not Present
Beth Arnold		x
Annette Bever	x	
Tracy Catlin	x	
Christina Hoffmaster	x	
Dean Johnston		x
Thomas McNeely	x	
Melanie Milner		x
Joe Onder		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 13, 2020 meeting had been approved electronically by a quorum of 7 members.

II. Review of Survey Data from Spring Semester
    A. Century City Center (On-Site Students)
        1. Marian explained that the survey, usually administered face-to-face, was moved to an online format and posted as a general announcement in Canvas.
            a. The survey was administered online in response to classes transitioning to an online format due to the pandemic.
            b. The survey collected feedback on those services accessible online and available to all students. Data was not collected for site-specific services such as computers, printers, and library environment.
            c. All students usually surveyed in the spring were asked to take the same survey.
        2. Services received an approval rating of 92% or higher from those students utilizing the services.
            a. Responses of "No Basis for Opinion" were not calculated into the approval ratings.

3. The choice, "Average," was added as an option for evaluating the overall quality of library services.
   a. Marian noted that Survey Monkey offers the flexibility of adding an unlimited number of multiple choice items to the questions, while the scantron form used for face –to-face surveys allows only 5 choices, A-E.
   b. Average has a more positive connotation and does not force responders into selecting either good or fair.

B. Skills Training Center (On-Site Students)
1. The Chair noted that the library processed only 17 surveys, compared to 95 the previous year.
   a. The survey was posted in Canvas. The lower participation rate may have been attributable to fewer students accessing Canvas for course content.
2. Numerous students were either unaware or offered no basis for opinion when asked to evaluate services.
3. Approval was good from students utilizing the services.

C. Seymour Learning Center
1. Marian noted that students are usually surveyed during a scheduled class visit. Due to classes transitioning to online, the survey was posted in Canvas.
2. The library received only 2 responses for the online survey.
3. Both students indicated that they were able to locate the articles and books needed for their research.
4. For overall quality, one student selected excellent and the other average.

D. Library Survey of Dual Credit Students
1. The library processed 74 surveys.
2. Services received approval ratings of 97% or higher from students utilizing the services.
3. The Chair noted that 21 students didn't know library assistance was available via email or live chat.
   a. It was noted that the chat widget had been placed on the library homepage as a means for alerting students to the availability of chat support.
4. Eighty-nine percent of the students rated the overall quality of library services as excellent or good.

E. Faculty Survey of Library Services
1. The library processed 12 surveys compared to 30 processed last year. The fewer responses mean a less representative sample and higher margin of error.
2. The Chair noted that three $25.00 Amazon gift cards were offered as incentives for completing the survey.

3. The library noted a significant number of unawares or no basis for opinions.
4. Of those offering an opinion, approval ratings were 100%.
5. Databases, books, and overall quality were rated good or excellent by 100% of faculty offering an opinion.

III. Committee Responsibilities
   A. The Chair discussed the committee's primary responsibilities in assisting with the planning and evaluation of library services and programs.
   B. Marian also explained that she monitors retention schedules established by the Texas State Library and Archives Commission and notifies the administration of any changes to the schedules which specify the length of time documents must be kept before they're discarded.

IV. Library Homepage Update
   A. The committee reviewed the new homepage design updated since the meeting in March.
      1. A major change to the design included an interior photo of the Wright Library instead of a photo taken from the courtyard area outside the library.
      a. The photo will include students at the information desk, at the computers, and also walking across the dais toward the opposite set of stairs.
      2. The major content areas will be prominently featured across the middle portion on the page.
         a. Content areas include access to database, the library catalog, and research assistance.
         b. The design was complimented. It was noted that the main topics students need are easily accessible.
         c. The Research Assistance page will have links to tutorials, research guides, the chat room, and the webinar schedule.
      3. Tabs across the upper portion of the screen will be labeled Find/Request, Citing Sources, and About.
         a. The Find/Request tab will offer access to online request forms and to resources such as new books and featured titles.
         b. The Citing Sources tab will link to Purdue's Online Writing Lab.
         c. Patrons can hover over the About tab to select from general information or from policies and guidelines.

V. Update on Software Upgrade
   A. The Chair updated the committee on the progress of upgrading the library's software.
   B. The library staff has completed training on the features and functionality of the new online public access catalog.
   C. RunBiz is working with The Library Corporation to ensure the server has sufficient RAM and processors to support the upgrade.

D. The upgrade will be completed this fall. We are waiting to hear back from The Library Corporation on a definite timeline for beginning and completing the project.

VI. Safety Measure in Place During Pandemic
   A. The Chair noted that safety measures included plexi-glass sneeze guards at information desks, disinfecting wipes, hand sanitizer, masks, and air purifiers in the library and computer lab at CCC.

VII. Reviewed Final Summary for 2019-2020 Institutional Effectiveness Plan
   Marian noted that there were six expected outcomes in the IE Plan.
   A. The library targets approval ratings of at least 85% for library services and programs. This outcome was achieved since all services received approval ratings of 86% or higher.
   B. The library also monitors faculty and student awareness of library services. Although increases in awareness were noted for some services, decreases were noted among faculty for ILL, library instructional support, and the procedure for submitting recommendations for the purchase of library materials.
   C. The library targeted an increase in awareness of at least 5% among faculty. This outcome was not achieved since decreases were noted for several library services.
   D. Increases in awareness of at least 5% among Seymour students was partially achieved. Students were aware of database availability; however, data was not collected for inter-campus borrowing or for library assistance available via the designated computer in the library.
   E. Data collected for the fall 2019 showed that VC offered more operating hours than any of the other cohort institutions.
   F. The sixth outcome was not achieved as the number of database trainings attended by library staff did not exceed, but rather equaled, the number of trainings attended the previous year.

VIII. Research Guide
   A. The committee reviewed the new research guide on American Literature recently posted on the website.

VIX. Instructional Testing in Group Study Rooms in Libraries
   A. The Chair noted that group study rooms in Vernon and at CCC will be utilized for testing.
      1. Computers in all rooms have been equipped with webcams and Respondus Monitor.
      2. The committee reviewed policies established for the use of study rooms for testing.
         a. It was noted that the policies had been distributed to Division Chairs.

X. Professional Development
   A. Marian stated that she had participated virtually in the Cross Timbers Library Collaborative Conference in early August.
   B. All full-time staff participated in three database webinars during the TexShare Virtual Conference held on August 6th.

XI. Promotional Initiatives
   A. Marian noted that information on library services had been posted in Canvas.
   B. Information was also emailed to faculty on August 19th.

XII. Adjournment: The meeting was adjourned at 10:55 a.m.