

Agenda  
Learning Resources/Library Committee  
September 26, 2014  
11:00 AM to 12:00 PM  
ITV Rooms 423 in Vernon and 717 at CCC

The following topics will be reviewed/discussed during the meeting:

- I. Committee purpose and responsibilities.
- II. Accomplishment of committee recommendations.
- III. Library survey results collected for faculty and for on-site students at CCC and Seymour.
- IV. Accomplishment of expected outcomes from Institutional Effectiveness Plan and Annual Action Plan.
- V. Library programming and updates concerning handbooks, research guides, ILL procedures, video tutorials, SACS Fifth Year Report, and promotional initiatives.

Minutes  
 Learning Resources (Library) Committee Meeting  
 Friday, September 26, 2014  
 ITV Rooms 423-Vernon and 717-CCC  
 11:00 AM

I. Chair, Marian Grona called the meeting to order at 11:00 AM.

II. Attendance:

Member	Present	Not Present
Marian Grona, Chair	X	
Beth Arnold		X
Kathy Barfield		X
Annette Bever	X	
Misti Brock	X	
Terri Farabee		X
John Hennington	X	
Christina Hoffmaster		X
Dean Johnston	X	
Thomas McNeely		X
Cassie Shaw		X
Stephen Stafford	X	
Angela Ward		X

III. Approval of Minutes from March 14, 2014 Meeting

The Chair reminded the committee that the minutes had already been approved electronically by a quorum of 8 members. Four members abstained from voting.

IV. Review of Committee Purpose and Responsibilities

Members reviewed the committee's role in assisting with the planning and evaluation of library services. Chair, Marian Grona, expressed appreciation for the committee's recommendations for improvements related to all aspects of the library program.

In regards to records management, Marian explained that she updates the administration on changes to retention schedules as set forth by the Texas State Library and Archives Commission. Retention schedules specify the length of time information must be kept before being discarded.

V. Committee Recommendations: Follow up

A. Recommendation to post faculty video of library services: Marian noted that the video had been posted online via the newly updated Faculty & Staff Handbook.

- B. Library Orientation: The committee also recommended that the library request student assistance in developing an orientation to library services. In response, the library has identified a student volunteer and has created the script. Before shooting the video, the library would like to identify a second student to assist with the presentation.
- C. Perpendicular Signage: Instead of perpendicular signage, the College wants to explore the possibility of posting signs at the entrance to each hallway as a means to help locate the library and other departments.
- D. Faculty Surveys: The committee recommended that the library survey faculty during the August Staff Development as a means to increase faculty participation in the survey process. Marian explained that in lieu of scheduling the survey during the August Kickoff, she sent more email reminders as a way to increase participation. A total of 48 surveys were processed during the spring 2014 as compared to 28 surveys collected in 2013.
- E. Survey Instrument: Marian explained that the choice, “satisfactory,” had not replaced the term “fair” within the survey instrument. While both terms were similar in meaning, the term, “fair,” seemed to carry a more negative connotation.

## VI. Survey Results:

The Chair noted that survey results collected during the spring 2014 were included on the second page of the handout distributed to all members. Data reflected approval ratings collected from faculty as well as from on-site students at CCC, STC, and Seymour. The data was analyzed according to the library’s Institutional Effectiveness Plan and **expected outcomes**.

### A. Expected Outcome: **Ensure library resources, services, and facilities meet the needs of students and faculty as evidenced by approval ratings of at least 85%.**

Marian noted that only 2 items fell below 85% in approval: Printer resources at CCC and Hours of operation at CCC

1. **Printer Resources** at CCC received an approval rating of 76%. Twelve comments addressed the need for more printers.
  - a. Marian explained that there is currently only one high capacity printer in the library computer lab.
  - b. She further noted that the cost of leasing a second high capacity printer would run \$2,600.00 per year.
  - c. **Members generally believed that the library should wait on leasing another printer. It was recommended that the library compare the cost of leasing another printer to the costs incurred from excess printing charges associated with the current leasing agreement.**

After the meeting, Chair, Marian Grona, completed a cost comparison. An analysis of charges incurred from September 1, 2013 to August 31, 2014 shows that the College paid an additional **\$1,400.04** for copies exceeding the allocated allowance of 50,000 copies per month. The cost of leasing a second printer would be \$2,600.00 per year.

- d. The committee also discussed various options to improve printer efficiency:
  1. Installation of a print management system.

2. Staff oversight of printing and document collection at information desk.
  3. Limitation to 20 pages per print job with pass code needed for jobs over 20 pages in length.
- e. It was noted that a main complaint heard from students was having to wait on printer availability while other large print jobs were being processed.

2. **Hours of Operation** at CCC received an approval rating of 81%. Seven comments requested that the library open on Saturdays.
- a. Marian explained that the 81% approval was a 12 % increase in approval when compared to the previous year. She further noted that the increase was likely attributable to the implementation of Sunday hours of operation from 1:00 PM to 8:00 PM at CCC.
  - b. Although an increase was noted, the library would prefer to see at least an 85% approval as stated in the library's Institutional Effectiveness Plan.
  - c. **It was suggested that the library offer weekend hours on Saturday from 9:00 AM to 2:00 PM and on Sunday from 3:00 PM to 8:00 PM.**  
This recommendation would increase weekend hours from 7 to 10 and then split the hours equally between Saturday and Sunday.

B. Expected Outcome: **Ensure student and faculty awareness of the library's resources, services, and facilities as evidenced by data collected through library assessments.**

Marian explained that surveys were used to identify student and faculty awareness of the following services:

1. Student awareness-Ability to request books from the main collection in Vernon. The library noted an increase in awareness from on-site students at STC and Seymour, while fewer students at CCC were aware that books could be transferred between campuses.
  - a. Marian noted that information tables at STC and orientations at Seymour likely attributed to the increase in awareness.
  - b. Marian further noted that **Intralibrary Loan** needs to be better advertised at CCC She stated that the service is currently advertised in the information flyer emailed to all students at the start of each semester. Reinstatement of the electronic message board would also be helpful in advertising services.
  - c. **The committee requested clarification on the manner in which students can obtain TexShare cards.** Marian explained that cards can be requested from any library staff member. Additionally, instructors may submit a list of students and request that cards be issued to all students enrolled in a particular class.
2. Student awareness-Ability to access databases off campus. Surveys showed an increase in awareness of off campus options at STC and Seymour and a slight decrease at CCC.
3. Student awareness-Availability of virtual assistance in lieu of on-site support at STC and Seymour. More students were aware of the designated computers setup for online assistance. A shortcut to the library's room within Blackboard has been posted on the desktops of the designated computers. Library staff and students can

- meet virtually for live demonstration on how to access or search online resources.
4. Faculty awareness-The library noted an increase in awareness for reserve services, library instructional support, and for the ability to access databases remotely. A decrease in awareness, however, was noted for ILL and the ability to request materials outside the VC Library System. The library noted no improvement in awareness for the ability to submit recommendations for the purchase of library materials.
    - a. Efforts to promote faculty services have included library presentations during August staff developments for the last two years. Information was shared during the morning session as well as during an afternoon breakout session on August 18, 2014.

## **VII. Annual Action Plan Objectives 2013-2014**

- A. Development of online tutorials: Marian explained that priority was given to the development of tutorials to assist students in searching Ovid's Nursing Collection and in accessing and downloading eBooks. She further noted that the tutorials were posted on the Library Handbook.
- B. Extension of weekend hours of operation at CCC: Marian noted that the library began opening on Sunday from 1:00 PM to 8:00 PM at the start of the Fall Semester 2013. Since implementing the Sunday hours, the library has noted a 12% increase in approval with library hours of operation.

## **VIII. Updates**

- A. Library Handbooks: Marian explained that the library handbooks had recently been updated and posted online using a software program called Flippingbook.
  1. Marian opened the Faculty & Staff Handbook and highlighted some of the features including a realistic page turning feature, a table of contents, easy navigation, and the ability to zoom in/out. Sections included a Databases by Subject section with brief descriptions and direct links to the resources. The section on downloading eBooks included step-by-step instructions as well as a video tutorial to help illustrate the process for downloading eBooks to an iPad.
- B. Research Guides: Marian reminded the committee that updated Research Guides were available to assist students in locating informational materials in various subject areas. Each of the guides includes a section on the research process with tips for selecting a topic, narrowing the focus of the topic, and for selecting keywords/concepts to use in the database search.
- C. Interlibrary Loan: Marian explained that the library has worked to improve the efficiency of processing Interlibrary Loan requests. Requests are now processed in Vernon as well as CCC. Processing at both locations helps ensure that materials are received and circulated in a more timely and efficient manner.
- D. Video Tutorials: Marian stated that tutorials are excellent instructional tools for assisting students in accessing and searching the library's electronic resources. The tutorials also assist the library in meeting SACS accreditation criteria to provide "regular and timely access to library instruction" for all students, both on-site and distance learners.

- E. SACS Fifth Year Report: The Chair stated that the Fifth Year Report had been submitted on September 8<sup>th</sup>. A response to the report will be received in January.
- F. Promotional Initiatives:
1. Online orientation: Marian explained that the library has utilized Collaborate for online orientations to library services. The first webinar for this academic year was presented on August 28<sup>th</sup> and advertised via a general announcement within Blackboard.
  2. Other initiatives to promote library services have included information tables at STC and CCC, orientations at Seymour, postings on VC's Facebook and Twitter, and library presentations during the Fall Kickoff staff development.
  3. Marian also stated that students are notified of library services via an information flyer emailed to all students at the start of each semester.  
*It was asked that faculty also receive a copy of the email flyer each semester.*
- G. Staff Update: The Chair noted that a job announcement had been posted for a part-time assistant to help through November while Pam Garvin is on leave. The committee was also notified that Amber LeCroy, the CCC evening assistant, had submitted her resignation effective at the end of November.
- H. Security on Sundays in Vernon: Security has been contracted to work an *additional* five hours (1:00 PM to 6:00 PM) on Sunday to accommodate the library hours of operation.

**IX.** The meeting was adjourned at 12:00 PM.