

Library - Media Services Advisory Meeting
Tuesday, November 27, 2012

Attending:

Paul Fischer, Casey Jarrin, Ann Warren, Zijin Carson Chen, Jerry Sanders, Jacki Betsworth, Angi Faiks, Katy Gabrio, Terri Fishel, Janet Folina

Absent:

Brian Longley

Chair Paul Fischer called the meeting to order at 12:07 p.m.

Agenda:

1. Introduction of new members

Library Director Terri Fishel welcomed new members:

- Carson (representing students, employed by Media Services)
- Casey (representing Humanities), and
- Janet (representing EPAG)

2. Approval of minutes from the last meeting: April 23 Minutes were approved with no changes or additions.

3. Reorganization

Terri reported on internal staffing changes:

- The library has changed its internal structure effective 11/1/2012. Angi Faiks is now Associate Library Director for Access and Research Services, and Katy Gabrio is Assistant Director for Collection Development and Discovery. Dave Collins has taken on new responsibilities including coordination of a major weeding project. Dave maintains reference responsibilities and is actively involved in ongoing space use and collections projects. He no longer supervises the public services group.
- These changes will remain in effect until May 31, 2013, when a more formal process for staff reassignments will take place. Staff will discuss organizational structure during January 2013 planning meetings.
- Terri requested feedback concerning the best way to convey this internal change to the campus. The committee recommended that the information be shared with departmental library reps as is appropriate and thought a Piper notice was not necessary.

4. Report on extension of library hours - Terri

- Last year, the library extended its weeknight hours from a midnight close time to a 1 a.m. close in response to a recommendation by the external review committee report.
- Terri shared a line graph depiction of building use (using gate count statistics) for the 2012 spring semester. As expected, late night usage peaked immediately before midterm break and during the month before finals.
- Summary: The gradual daily gate count increase from 12 – 1 a.m. is significant enough to continue the extended hours for the foreseeable future.
- Gate count is an inexact method of tracking building use. Staff plan to follow up on the initial assessment using alternate assessment methods.
- MCSG (student government) reps met with Terri earlier this fall to request an earlier open in the morning so students can print papers on their way to class. Library staff will discuss possible responses to this request during January strategic planning sessions.

5. Report on Shelf Ready Books – Angi

For more than a year, Collections staff have worked to automate the process by which a faculty request is handled from its beginning to the resource's arrival on the shelf. The project was fully implemented in September. Details follow:

- The system functions like Amazon's site. It gives requesters details about the resource, reviews, and shows its current availability within the consortium. It also gives the user some information about funds remaining in the departmental budget. (Note: for current, accurate budget information the library recommends checking with the departmental liaison.)
- Hard data concerning the net cost of this service is not yet available. Angi believes that we are spending little or no more money overall, and we are saving much time.
- Library staff are training faculty to use the process. Feedback from those who use it has been positive. Library staff are open to suggestions for customization. Departmental reps are still welcome to work through their liaisons to make purchases. Ann Warren commented that Hispanic Studies faculty like the new process – it reduces redundancy and allows the requester to track the process online.
- The process has given library staff more time to offer personalized services and handle more challenging requests, such as international purchases.
- The goal of the book vendor is to offer as many saleable titles as possible, so titles from small presses are present in the system.
- Katy Gabrio is transitioning into leadership of this project. Contact Angi or Katy with questions and comments.

6. MISO Survey – Terri

The MISO (Measuring Information Services Outcomes) survey is a joint services satisfaction survey that the library and ITS will administer for the first time in spring, 2013. In addition to providing data on user satisfaction, we will be collecting information related to supporting campus digital projects.

- We are part of a 40 institution cohort who will implement the survey. We have access from the other institutions for comparison purposes. Institutional Research will help analyze the data.
- A letter will go out to everyone on campus with Terri as the sender. LIB/ITS wants to have a strong response and hopes that the L-M Advisory will help spread the word that this is an important survey request.
- Terri will follow up with an announcement in February to explain the importance of this survey.
- The survey should take the respondents only 10 minutes.

7. Assessment Plan – Terri

- All units that report to the Provost, including the Library and the Max Center, are expected to create an assessment plan. We are in the process of completing our plan and hope to have it finished in January. The goal is to show how the library supports student learning goals in the areas of critical thinking and resource evaluation. We also plan to map to skills related to student employment, e.g. ethical decisions.
- L-M Advisory will receive copies of this assessment when it is complete. The assessment will be a topic on our spring meeting agenda.

8. Selected Works

Terri gave a brief explanation of the Selected Works faculty pages in Mac's digital commons institutional repository. She provided updates and additional information:

- All pages were updated during the summer using the addenda submitted to the Provost this spring.

- We discovered during the process that there has been some inconsistency in the way articles are linked, caused by library staffing transitions. By spring semester we plan to have all links consistently updated. Ideally, a journal article link takes the user directly to the publication if the article is open access, or to the link resolver if it is not. Book links should redirect to WorldCat Local.
- We are working with our link resolver vendor to solve an additional issue with off-campus viewing.
- Some departments are choosing to add links to Selected Works on their departmental staff pages. We would like to promote this use when the cleanup is complete.
- Library staff will publicize more information when all pages have been linked consistently.

9. 25th Anniversary Planning – Angi

June 8, 2013 – reunion weekend – will mark the beginning of the 25th anniversary of the opening of the “new library.” We are hosting 2 events to celebrate.

- Atina Diffley, local author and sustainable food advocate, will talk about food in community and literature in community.
- We will host a late afternoon reception for all present and former library student employees, in any building, with locally catered sustainable goodies (cocktails and snacks) served.
- We will also create physical and online historical displays.
- Additional events will follow in the fall. This is our kickoff event.

10. Physical changes on the library’s main level - Angi & Terri

- Leadership plans to make physical and staff allocation adjustments to change the way public services are offered. Changes will include the consolidation of service desks into a single point, as recommended by the external review team.
- The plan includes a review of how both student staff and professional staff are used. One goal is to make better use of librarians’ time, allowing them more in-depth personal access time with students and other users.
- The project is dependent on budget. No cost estimates are available at this time. Library staff and Facilities have met to begin the discussion. We hope to complete the project by next fall.

11. Budget – Terri

- The library will have no increase, and possibly a decrease, in funds in academic year 2013-2014.
- Journal costs will increase by an estimated 7%.

12. Library Technology Conference Update – Katy

- The 6th annual LibTech Conference will be hosted on the Mac campus on March 20-21, 2013. Approximately 450 library professionals, mainly from the Midwest, but also from the greater US and beyond, will attend. Attendees are primarily higher education libraries but also include K-12, public and special libraries. One goal of this conference is to reach out to a broad variety of libraries in planning and attendance.
- The conference offers lecture and hands-on sessions that allow users to implement ideas immediately at their home libraries. For keynote and other information, see <http://libtechconf.org/>.
- Planners are especially grateful for the partnership of ITS in hosting this event.
- Terri or Katy will share more information soon concerning how faculty may register for keynote and/or other sessions during the conference.

13. Other topics

- Paper usage – This fall’s sustainability awareness week focused on identifying faculty who were doing a great job of promoting sustainability in their classrooms.
- Advisory members requested an update concerning the changes Media Services made in its collection sharing policy last spring. The request will be passed along to Brian.

- Papercut Reporting – Should detailed use information be shared privately and/or publicly now that “big users” can be identified? If so, how?
- A suggestion was shared that more faculty training be offered explaining how to mark up and comment on pdfs. Another SPAW session?

Adjourned 1:08pm
