

Herrick Librarian Meeting September 7, 2011

Present: Steve Crandall, Brian Sullivan, Ellen Bahr, Laurie McFadden

Steve started the meeting by asking us how we would recommend proceeding with the “homework” assignment we have from the Customer Touchpoint workshop we went through on the library retreat day. The staff needs to be split up to examine various interaction points with our patrons and recommend ideal interactions as well as outline how they currently occur. We didn’t come to a conclusion but seemed to be in agreement that we didn’t want to do the exercise as a large group, but perhaps in small groups of three or four. Steve will contact Todd Butler, the workshop leader, to see if he has strong feelings one way or the other. Steve will also type up the notes from the workshop to ready them for distribution to the groups once they are formed.

Ellen had asked us over the summer if we were interested in adding another tab to the library homepage that would say “Resources” and search our databases by title. It was something Mark Smith had seen at another library and was considering adding to the Scholes homepage. He has since decided not to do it and we were in agreement that it wasn’t something that appealed to us.

Steve asked if we’d considered using Google Scholar as the search bar on the homepage instead of the OneSearch box. Ellen said the two do different things and would offer different results. She would want us to have further discussion and particularly get Brian’s input since he features that search box quite heavily in his teaching. As an initial thought he offered that Google might confuse students since it would take them away from our page. OneSearch has its limitations but we’re mostly satisfied with it. Brian said however that he would be interested in finding a way to profile Google Scholar on our page more prominently.

Ellen showed a feature on the Scholes page that she thought we might want to emulate: under the OneSearch box’s “Books” tab, they have two search boxes: one for their catalog and one for the IDS catalog. We just have one box for our catalog with a link to the other. Adding a second box would make it easier. Since we were all in agreement, Ellen said she would make the change.

Last semester we had discussed trying to meet with the CITE faculty in order to discuss the orientation sessions we have with their students as well as a number of other issues. Steve wondered if we still wanted to request a meeting and we all agreed we did. Ellen suggested we send our list of questions and concerns before the meeting to give them a chance to see them ahead of time. We then talked about ways we could enhance our outreach to the CITE students. The main ideas were a LibGuide and/or online tutorials. The guide could be put together fairly quickly while the tutorial would take more planning and execution. Ellen has attended a workshop on screencasting and is willing explore that as an option. We have some anecdotal evidence that these types of material would be useful to the students.

Steve is asking for input on how to spend some of the gift money that has not yet been allocated. We hired an intern this semester (Autumn Fairchild-Miller) for 10 hours per week and will pay her a small stipend. Laurie suggested paying for more of the Fiat Lux newspapers to be digitized as well as some of the newly acquired 16mm film from Varick Nevins (filmed in the 1930s and 40s). We later agreed to fund them at \$7000 toward the newspapers and \$5000 toward the films. We had a short discussion on the possibility of using some money toward constructing new office space on the main floor in the event another campus office like the Writing Center decides to move into the library.

Another area Steve is interested in is to start a Patron Driven Acquisition contract. Ellen commented that it would be useful to her to survey some of our students to find out what technology needs they envision wanting in the future. This comment led us to a larger discussion of technology issues in general and the staff time that's necessary to implement and troubleshoot. We need to continue to work well with ITS and find ways to improve our communication and feedback so that it's beneficial to both. Steve will plan on hosting a thank you luncheon for the ITS staff to show our appreciation for their work over the summer in getting our new laptops set up as well as the new print management software.

Brian commented that the computer lab is starting to be reserved more often for classes, thus reducing the amount of time computers are available to students. He said it might be time to think about what access we offer elsewhere.

We had a short discussion on the possibility and feasibility of having a technical person (maybe paid by the library but trained by ITS) that would be available at our front desk to respond to technology-related questions and issues.

Brian would like us to have some focused discussions on our instruction program. He rightly feels that it needs some better purpose and direction. He said he would find a unified plan to be useful. We agreed to hold bi-weekly discussion meetings throughout the semester so that we can focus on the topic. Ultimately we want to be useful, efficient and relevant. Brian will set up the meeting schedule.

Ellen described a few new technologies/systems that she heard about at the IDS Conference over the summer:

GIST (Getting It System Toolkit) has two functions that we might explore. The first is a way to expand the options offered through inter-library loan and the second is an acquisitions manager tool. She also briefly explained the ways we could use GDM (Gift and Deselection Manager), including automating decisions about new gifts as well as facilitating weeding projects. Steve suggested that he and Ellen meet with Linda for a preliminary discussion.

We discussed the idea of opening the library later on Saturday mornings. Brian had a student collect some statistics last year and they helped show that we could really get away with opening at noon instead of 10 am. Now that we have the 24-hour room it's easier for the few students who might want to use the library to have some access. Steve said he would wait to implement the change in next fall's schedule. We then transitioned to wondering if we should ask the Security Office if we could give out the access code to the 24-hour room.

Minutes submitted by,
Laurie McFadden