

Library Assessment Committee (LAC)

Tuesday, February 21, 2012

9:00 a.m., CL 1009

Minutes

Committee Members

Present: Marlene Porter, chair; Laura Kinner; Dave Remaklus; Jolene Miller; Thomas Atwood; Elaine Reeves

Absent: Valerie Brown

- I. Minutes approved as written for 5July2011, 15November2011 and 17January 2012
- II. University Assessment Committee Update
 - A. HLC – M. Porter reported that the UAC will be meeting with HLC representatives but the time is still to be determined
 - B. University Libraries Assessment Report –
 - i. M. Porter and T. Atwood submitted the assessment reports for service and teaching respectively in September 2011. Barbara Schneider, Associate Dean of COIL, reviewed and submitted feedback to the UAC (see attached report from November 2011)
 - ii. M. Porter noted that she gave a presentation to the UAC on University Libraries assessment and its current report. She will email the Library faculty a copy of the presentation and feedback report.
- III. Library Survey for Spring 2012
 - A. M. Porter thanked the circulation staff at Carlson and Mulford for distributing and collecting the surveys. It could not have been done without their help
 - B. M. Porter and D. Remaklus will work to find someone to enter the data using either Access or Google Forms.
 - i. Comments will also be entered and analyzed by the UAC at a future meeting,
 - a. Suggestions:
 - I) Theme analysis (J. Miller)
 - II) Word Cloud (T. Atwood)
 - C. Suggestions for final report
 - i. End of report, after data
 - a. Conclusions
 - b. Recommendations for future improvement (including what is in process)
 - c. Data used to guide improvements
- IV. Communication of Assessment Results
 - A. Vital part of assessment but remains an issue
 - B. Distributing results out to constituents
 - i. LibGuide (<http://libguides.utoledo.edu/libassessment>)
 - ii. UT – email (MarCom?)
 - iii. What other avenues?
- V. Assessment Results
 - A. M. Porter reminded committee that “improvements” as a result of assessment may not always result in success. What is important is that assessment occurred and a change to improve was enacted.

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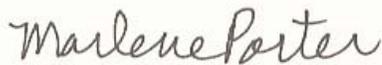
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VI. Other Data Sources

- A. D. Remaklus inquired about other forms of data we could be gathering
 - i. Carlson extended hours during exam weeks – are students using it
 - a. Return-on-Investment in terms of overtime paid, student goodwill, etc. – M. Porter asked D. Remaklus to generate a timeline/data collection strategy (gate counts on the hour 11:00 p.m., 12:00midnight, 1:00 a.m. and 2:00 p.m.)
- B. Quality Assurance Report
 - i. Secret Shopper – November 2011, Carlson did well; results were not shared until after the report was accidently found online
- C. Online Social Networks
 - i. T. Atwood suggested this avenue but it was noted that the users may not want the Libraries to intruded into their social area; Example: #UTClubCarlson tag on Twitter
 - ii. How do we find these venues and how can we mine them for assessment data; maybe Wade Lee can assist

VII. Special Thanks to J. Miller for emailing her notes to M. Porter for the minutes.

Minutes submitted by
Marlene Porter



Special thanks to Jolene Miller whose notes were used for a basis for the minutes