Library Assessment Committee (LAC)
Tuesday, March 20, 2012
9:00 a.m., CL 1009
Minutes

Committee Members
    Present: Marlene Porter, chair; Thomas Atwood, Valerie Brown, Jolene Miller, Elaine Reeves, Dave
    Remaklus

    Absent: Laura Kinner

I.   Minutes

    A. Minutes for the February 2012 will be approved via email.

    B. All minutes are maintained on the L:\ drive as well as the Assessment LibGuide

    C. J. Miller asked if the committee needed a secretary to take minutes, so that M. Porter didn't need to be
        responsible for them. It was decided that members would take turns maintaining minutes for the
        committee. J. Miller volunteered to take minutes for this meeting.

II. Library Survey for Spring 2012

    A. M. Porter distributed copies of the survey, the data entry form, and the preliminary analysis of the
        survey results. She thanked Mary Shadix and Christy Lloyd at Mulford for entering the data from the
        paper forms into the Google doc.

    B. Raw data for the survey is available at L:\Assessment Committee\Surveys\Spring 2012

    C. ACTION ITEM: M. Porter will do further analysis (such as breaking out Carlson and Mulford).

    D. ACTION ITEM: At the next Library Assessment Committee meeting (April 17), we will analyze the
        comments for themes to guide decision-making.

        i.   Discussion of the possibility of using a word cloud of the comments as a way to share the survey
             results (blog post, report, etc.). T. Atwood knows web sites that do this.

    E. We discussed the need for an online survey tool that the Libraries can use. Institutional Research
        helped with our survey in 2010, but if we use their software, we need to rely on them to set up the
        survey, etc. If we had access to SurveyMonkey (http://www.surveymonkey.com/) or another online
        survey tool, we could more easily create and run our own surveys. E. Reeves said that this would be
        helpful for her to survey the international students about their use of the library for materials to
        improve their English language skills.

        i.   ACTION ITEM: M. Porter will check to see if the Libraries could purchase a license for SurveyMonkey
             or another online survey tool.

    F. LONG-TERM ACTION ITEM: Run the survey again next spring, to check for improvements, changes in
        usage patterns, etc.

III. New Items

    A. M. Porter addressed the possibility of doing LibQual+ (or LibQual+ Lite) next year.

        i.   ACTION ITEM: when did we (each library) last do LibQual+? Did Carlson do it since 2004?

    ii.   We also discussed the value of LibQual+. Is it worth the money? Possibly, for benchmarking with other institutions.

B. Benchmarking

    i.   J. Miller reported that one of the suggestions from an HLC site visitor was to carefully consider changing the institutions that we use as our benchmarks (since UT Libraries support more programs now than we did before the merger).

    ii.   ACTION ITEM: M. Porter will see which institutions are currently using as our peer institutions.

    iii.   ACTION ITEM: M. Porter will also identify what variables are used to determine peer institutions.

C. Meme analysis

    i.   T. Atwood created a new directory: L:\Assessment Committee\memes for alternative, indirect library feedback (Twitter, FB, etc.) Wade Lee also keeps tabs on these.

    ii.   ACTION ITEM?: Check with W. Lee about what he does with the information he finds.

D. Journals requested through interlibrary loan

    i.   J. Miller asked V. Brown for a list of the journals requested by our users through ILL and the number of articles requested from each title for 2011.

    ii.   ACTION ITEM: The committee decided that we should collect this sort of information for use in journal collection development. Come up with details about how often to be collected, etc.

E. Suggestion/Complaint Gathering

    i.   We need to be more systematic in how we collect library suggestions/complaints. Right now, it is haphazard.

    ii.   ACTION ITEM: Gather information on the ways that we currently gather suggestions/complaints. Where are there gaps? How can we improve?

    iii.   ACTION ITEM: in October(?), distribute suggestion cards to users ("How is your experience?" or something like that).

Minutes submitted by

Jolene Miller

20 March 2012