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Library Assessment Committee (LAC)
Tuesday, April 10, 2012
9:00 a.m., CL 1009
Minutes

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Committee Members

      Present: Marlene Porter, chair; Valerie Brown, Laura Kinner, Jolene Miller, Elaine Reeves

      Absent: Thomas Atwood, Dave Remaklus

1. Call to Order / Minutes

    a. Minutes for the March 2012 meeting were approved by the committee members in attendance.

    b. Addition to agenda was proposed, regarding status of Action Items from March meeting; committee approved.

2. March Action Items Status Update

    a. Previous Action Item: "M. Porter will do further analysis (such as breaking out Carlson and Mulford)"; and "At the next Library Assessment Committee meeting (April 17), we will analyze the comments for themes to guide decision-making. "

        i. M. Porter has done some of the former and has posted the spreadsheet on the L drive. Further discussion of these items is detailed under Item III.

    b. Previous Action Item: M. Porter will check to see if the Libraries could purchase a license for SurveyMonkey or another online survey tool.
        i. See Item 4.

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

    d. Previous Action Item: when did we (each library) last do LibQual+? Did Carlson do it since 2004?
        i. M. Porter did not get to this item. Not sure if it is worth doing at this time; perhaps put it off for a year or so and focus efforts on repeating the Spring 2012 survey.

    e. Previous Action Item: M. Porter will see which institutions are currently using as our peer institutions, and M. Porter will also identify what variables are used to determine peer institutions.
        i. It was agreed that these particular items are more long term in nature, as they have possible political ramifications.

    f. Previous Action Item: Regarding meme analysis, "Check with W. Lee about what he does with the information he finds." Not addressed in April meeting?

    g. Previous Action Item: Regarding collection of Interlibrary Loan information, "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."
        i. At J. Miller's request, V. Brown compiled report of most requested journal titles in 2011.
        ii. V. Brown suggested adding Document Delivery stats as well (items we own requested by our patrons), for more information about what our patrons are currently using. J.Miller said lending stats are also important since Mulford is a resource library.
        iii. No determination yet as to how often this material should be collected?

    h. Previous Action Item: Gather information on the ways that we currently gather suggestions/complaints. Where are there gaps? How can we improve?
        i. J. Miller said one of the issues students have with emailing complaints is lack of anonymity. How can we avoid this?

        ii. V. Brown suggested online form, with radio buttons providing choices and a text box to allow further elaboration. J. Miller suggested that providing contact information should be optional, in case patron does want to hear from someone.

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        iii. LONG TERM ACTION ITEM: Committee agreed to work on development of a form, possibly over the summer.

3. Spring 2012 Survey

    a. M. Porter uncertain if it's worth it to do LibQual at this time. Perhaps wait a year? Repeat Spring 2012 survey next year and compare our results.

    b. We need to communicate with the UT community about our efforts. How? Press blurbs is one possibility. Faculty Senate probably not. Library Advisory Committee has been disbanded.

    c. ACTION ITEM: M. Porter will send memo to Dean regarding survey results, with comments. Need to emphasize that these comments were not sought out.

        i. Keep Antra in the loop and copy IT on the memo to the Dean, attaching comments specifically dealing with computer issues.

        ii. L. Kinner thinks Dean really needs to see comments regarding need for more study space.

4. Survey Monkey

    A. License for Survey Monkey has been purchased for one year.

        i. M. Porter created a new directory: L:\Assessment Committee\Surveys\Survey Monkey, containing pertinent information including login and password.

        ii. Committee members agreed that there should be some coordination of what is surveyed and that a policy for such should be in place.

        iii. ACTION ITEM: J. Miller and E. Reeves will work together to draft policy by May meeting.

        iv. Email will be sent to Lucy Duhon to inform library faculty that tool and policy will be available shortly.

Minutes submitted by

Valerie Brown

14 May 2012