

**Library Assessment Committee  
Meeting Minutes  
16 October 2012**

Present: Thomas Atwood, Val Brown, Marlene Porter, Laura Kinner, Dave Remaklus, Elaine Reeves, Jolene Miller

Meeting called to order at 10:05 am

**Minutes**

Correction to last month's minutes: spell out LAC the first time in the body of the minutes.

Clarification about last month's minutes: All assessment reports from colleges and service units had a common deadline.

Minutes approved as corrected

**Announcements**

In the future, minutes will only be available electronically (posted on the Assessment LibGuide).

**Updates on Action Items**

*Suggestion boxes*

2 boxes were purchased for Carlson; Mulford already had two (though one needs to be repaired); need one for McMaster Engineering

**ACTION ITEM:** Jolene needs to glue the broken one at Mulford back together again.

**ACTION ITEM:** Get a suggestion box for McMaster Library.

At each library, one box would be stationary; one would float around the library. Forms should be available near each box, but also in standard locations. Locations should be away from public service points, so suggestors have privacy. At Carlson, the stationary location will be on the restroom side of the wall between the elevators and the circ desk. (At the library operations meeting on 18 October, it was suggested that this might be on the wall around the corner from the service desk, by the drinking fountain.)

Need to have the same format for suggestion form (across libraries, across formats). Using the Mulford print suggestion form as a base, make the following changes:

- Change library name to the relevant one.
- Change "name and phone number" to "contact information"
- Move date higher on the form
- Get rid of outline box.

Sign near boxes/online: We welcome your suggestions (or some wording like that)

We have golf pencils for by the suggestion forms.

Procedure development

General concerns: the comments/suggestions need to be routed to the right folks so they can respond.

Need to log comments/suggestions so that we can see trends.

Varying ways of responding to suggestions: bulletin board/email/social media/LibGuide

How often do we review the comments/provide feedback? What sort of turnaround time should patrons expect?

Folks who handle the suggestions need to report back about how each was handled.

**ACTION ITEM:** Marlene and Dave will meet with Vicki Leidy to talk about developing procedures for these.

**ACTION ITEM:** Marlene will create the Google form for online submission.

#### *Survey Monkey Policy*

Jolene reported that she made the correction requested by the committee (changing the due date of the executive summary from one month to three months after the survey closed).

#### **University Libraries Fall 2012 Survey**

In progress; Thursday is the last day. Leftover candy should go to Alice Crosetto because Friends of the Libraries purchased it.

#### **Carlson Library Reference Evaluation**

After some discussion, it was determined that the Carlson reference librarians need to plan this evaluation

**ACTION ITEM:** Marlene will email the Carlson reference librarians for an evaluation plan for the new reference model (data from patrons as well as librarians).

#### **University Assessment Committee Update**

Marlene reported on the University Assessment Committee (UAC). As the Libraries' UAC liaison, Marlene reviewed and evaluated the two Libraries' assessment reports (one for information literacy, one for library services). These are on the Assessment LibGuide.

The next step is that the UAC's report subcommittee will review the reports and write a summary letter to Marcia King Blandford (MKB).

At the UAC meetings, the liaisons take turns presenting their assessment plans/reports. Marlene said that this has been very educational for everyone.

#### **Computer Skills/Information Literacy Skills**

Marlene reported that MKB has asked that we do a short survey of perceived computer skills and perceived information literacy skills for the real world of first-year students and senior students (>90

credit hours). Ideally this survey will be done in November. Marlene will be working with Jeff Martin in Institutional Research on this.

**Evaluation Survey for Open Access Mini-conference**

Marlene thanked everyone for voting via email to allow Lucy Duhon to use Survey Monkey for the evaluation form for the Open Access Mini-conference that will be held at Driscoll next Tuesday.

Meeting concluded at 11:00 am.

Respectfully submitted,

Jolene Miller