Library Services Committee Meeting
Belk Library and Information Commons, Room 421
February 6, 2009
Minutes

Members Attending: Brad Nash - Chair, Mary Reichel, Jeff Hirst, Frank Barry, Hildreth Davis, Kristin Hyle, Jenny Primm, Peter Rowe, Sue Hisle, Billy Irwin, Monica Pombo.
Library Attendees: Ken Johnson, Coordinator of Learning and Research Services, Susan Jennings, Lead Desk Services Librarian, Ann Viles, Associate University Librarian, and Lottie Oliver, Staff Liaison for Library.

Approval of minutes
The minutes of November 14, 2008 were approved.

Assessment Report
Associate University Librarian Ann Viles, using a power point presentation that was copied for committee members, shared highlights from the results from the LibQUAL 2008 survey completed during fall semester. Survey items judged to be of most importance for all 554 respondents based the highest scores for the desired level of service were: (1) courteous employees, (2) easy-to-use access tools that allow finding things on your own, (3) modern equipment that allows easy access to needed information, and (4) a comfortable and inviting location. Three of the top five items for undergraduates have to do with the library as a place, one with equipment, and one with knowledgeable staff. All of the most important factors for graduate students were in information control. The faculty also ranked information control factors as most important as well as employees who are consistently courteous. The staff results had something common with all of the other lists with the addition of dependability in handling users' service problems.

Other indications of important issues can be found in the open-ended comments that were added by almost 40% of the respondents. If the number of comments indicates importance, service quality receiving 81 comments and information control receiving 72 comments are of most concern to users. In many cases, the comments identify specific areas that are strong and need to be sustained or weak and need to be improved. Eleven faculty, two graduate students and four undergraduates asked for more and better access to online articles. Four faculty and one graduate student needed more print resources. Eight respondents wanted more computers in the Library, with four mentioning specifically more Macs.

We can also judge how we're doing by comparing our scores with norms for a large group of libraries. Looking at the 2008 data that is available so far, our average score for perceived service quality was 7.47, about 4 tenths of a point better than the 7.08 reported for the entire American Colleges and Universities population of 110,885 respondents in 2007. The latest available set of norms for the entire LibQUAL population is 2005. Looking at the percentile scores for all American universities in that survey, we rank in the 63rd percentile. Our average score of 7.47 was higher than 63% of the respondents in 2005.

The next step is to use what we are learning from the LibQUAL results to improve services. In some cases, we will need to design more specific assessments such as focus groups or targeted surveys in order to plan adjustments and improvements in library services. We are also developing a Balanced Scorecard plan for tracking improvements from four different perspectives--the users' perspective, which is the primary perspective for us, but also the perspectives of finance, internal processes, and learning and growth (sometime called potential for innovation). Our goal is to have a pilot Balanced Scorecard web site online by the end of April, which will clearly show the actions and measurements we plan to track in all four perspectives based on the goals and objectives of our strategic plan.

There was discussion following Dr. Viles' report. Mary Reichel mentioned that a high priority would be to follow up with graduate students, probably using focus groups, about problems with electronic access. This comment prompted feedback from Hildreth Davis about the lack of knowledge of off campus graduate students about library resources since she has taken off campus, as well as on campus, courses. There is always room for improvement in outreach to all students. Dr. Barry suggested that more be done to promote the "my library link" on the interface. Access to electronic books was also discussed with mention of the library's promoting the Kindle or other means of getting to a wide range of electronic books. Perhaps we should have links to Google books on our catalog.
Loan Changes
This agenda item was led by Ken Johnson, Coordinator of the Learning and Research Services Team, and Susan Jennings, Lead Desk Services Librarian.
Susan proposed changes in the loan period for the Browsing collection to a three-week check out for all patron categories with a one week renewal. Browsing collection materials would be subject to recall after two weeks. She also proposed that the faculty loan period for DVDs/Videos be two weeks instead of one with the items being subject to recall after one week. After questions and discussion, the Library Services Committee approved these changes to take effect as soon as possible.
On related topics, Ken reported that he finalized the Spring semester 24 hour library periods for mid-terms and finals with representatives from SGA. Mary Reichel reported that many faculty were sent an unintended and unfortunate letter from the Student Accounts Office when library personnel updated faculty information on fines. Faculty received letters that are sent to community members and include a statement about sending the fines to collection agencies. Having those letters brought to our attention allowed the library to re-think what level of fines would be sent to the Student Accounts Office.

Planning for Budget Cuts
Dr. Reichel reported to the Committee that she expects 2009-2010 budget cuts in the library to range between 10 to 20% on the non-personnel lines. If the University takes an overall budget cut of 7-8%, that would translate to a 14-15% reduction in the library for collections and the operating budget which are 50% of the library's overall budget. She asked that the Committee meet again this semester so she and others could discuss ways of dealing with these reductions. When Academic Affairs knows more, they will share guidelines for the reductions.

UNC Virtual Union Catalog and Rapid Document Delivery
Dr. Reichel shared a brief overview of the UNC Virtual Union Catalog project summarized in a power point handout. The purpose of the project is to facilitate borrowing on books from all 17 institutions in the UNC system. Students, faculty, and staff from each University will be able to check the holdings for every other UNC institution, initiate a borrowing request, and have the book or other item delivered in a short time span--probably a week from the research universities and three days from the smaller places. There will be a soft roll out in fall of 2009. The UNC Virtual Union Catalog should really improve access to research material, especially monographs, for Appalachian faculty, students, and staff. It also will be a cost effective service in that specialized books will not have to be duplicated.

Next Meeting and Adjournment
The next meeting was scheduled for Friday, April 17 at noon. Chair Nash adjourned the meeting at 1:35 p.m.
Respectfully submitted,
Lottie Oliver