UFA AAC Library Sub-committee Meeting Minutes   Library Services Reports

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UFA AAC Library Sub-committee Meeting Minutes, April 2008

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UFA AAC Library Sub-Committee Meeting Minutes
Thursday, April 10, 2008
11 am - noon
Video conference rooms: Ross / Blewett 239
PRESENT: Cadence Atchinson, Bonnie Davis, Geoff Ganter, Andrew Golub, Stew MacLehose, Beth Moyer, Barbara Swartzlander, Jennifer Wieselquist, Steve Zeeman.
MINUTES

* LibQUAL SURVEY
Cadence Atchinson, Public Services Librarian, gave this report:
This year UNE has participated in the LibQUAL+ Survey, which aims to:
·   Foster a culture of excellence in providing library service
·   Help libraries better understand user perceptions of library service quality
·   Collect and interpret library user feedback systematically over time
·   Provide libraries with comparable assessment information from peer institutions
·   Identify best practices in library service
·   Enhance library staff members' analytical skills for interpreting and acting on data.
The centerpiece of this program is a rigorously tested web-based survey. The open survey period for UNE ran from February 5th through March 7th and 23.4% of the user community participated. The focus of the survey is on perceptions of service quality across three dimensions: Affect of service, Information control, and Library as place. Each question asks the participant to identify a threshold (minimum) service level, a desired (or perhaps expected) level of service and then to identify their personal perceived level of performance of service, each on a 1-9 scale. The survey also contains a short section on overall satisfaction and library use and the survey ends with a comments box. 37.2% of survey respondents at UNE left comments. UNE has received the preliminary report from LibQUAL but is awaiting the full report, which is expected in June. To encourage participation the libraries offered prizes of an Amazon Kindle and several Amazon gift cards. The Kindle was won by Nicole Perreault, an Undergraduate Med-bio major.

* BUDGET
Library will receive a % increase every year that is formula driven. Budget is good and we've enough to maintain subscriptions to ejournals and databases.

* GEORGE AND BARBARA BUSH CENTER CONSTRUCTION
This project is well underway. The opening date has been pushed back to December 2008. It will have wireless access and Starbucks coffee for comfortable studying and group discussions. A request will be submitted to redesign the existing UC Library after the Bush Center is completed.

* MSN
Masters of Science in Nursing is before the Academic Affairs Committee. The Libraries welcome the addition of in-depth programs that enhance the existing curricula. It is standard Collection Development procedure to request 3-6% of any new program's projected budget be transferred to the appropriate Libraries' budget line to purchase program support materials and resources for the Libraries:
http://www.une.edu/library/services/coldevpolicy05.pdf

* CoP
The CAS Pre-Pharmacy class is near to completing their first year at UNE. Beth Dyer, Public Services Librarian and library liaison to CoP, Stew MacLehose, Systems Librarian, and I met with Dr. John Cormier to continue planning for the addition of materials and resources to support CoP.

* WEB PAGE REDESIGN
This is the first year that the Libraries' webpage has been organized by discipline rather than material type. The response has been positive from most users.
http://www.une.edu/library

* UNE LIBRARIES INFORMATION
This web page reflects our current status:
http://www.une.edu/library/services/libinfo.asp

* FULL-TEXT JOURNALS
Currently the collection contains over 30,000 print and electronic full text journal titles. Please send requests for new subscriptions to Barbara Swartzlander.
http://www.une.edu/library/eresources/ejournal.asp

* DATABASES
Currently the collection contains over 150 databases covering all subject areas in the curriculum:
DATABASES BY TITLE
http://www.une.edu/library/database/dbdescrs.asp#A
DATABASES BY MAJOR
http://www.une.edu/library/database/dbmaj.asp

* eBOOKS
Currently the collection contains over 6,000 electronic books, accessible by title, author or subject:
http://lilac.une.edu/

* DVD COLLECTION
These are collected to support the curricula and support student retention. Block-buster DVDs are available from the Campus Center.

* PREVIEW TEST ELECTRONIC RESOURCES
This service takes place year-round, as we continually preview databases for possible subscription. Suggestions for previews may be sent to Barbara Swartzlander.
http://0-www.une.edu.lilac.une.edu/library/passwords/testdb.asp

* LIBRARY USER INSTRUCTION
We continue to conduct user instruction tailored for subject specific classes on both campuses.

* INFORMATION LITERACY: STANDARDS AND OUTCOMES FOR STUDENTS
http://www.une.edu/library/resguide/inflit.asp

* ADJUNCT FACULTY USER INSTRUCTION
This body of instructors often does not know what the UNE Libraries have to offer in terms of materials and resources from on or off-campus, so we need to increase marketing to this group.

* ASSESSMENT
The Libraries continue to assess three major areas:
1) Acquisitions: by comparing what patrons request via ILL or MaineCat, we can identify gaps in the collection that need bolstering;
2) Journals, ejournals and Databases: by calculating cost-per-use statistics, we can identify print journals, ejournals and databases for either continued subscription or de-accession;
3) Student Learning Outcomes: as a follow-up to Library User Instruction, we check with faculty to see how many students successfully completed their assignments.

* STRATEGIC PLAN
The Libraries are participating in the university-wide strategic planning process. We like to collaborate with units and departments, so please send suggestions to Andrew Golub.

* MARKETING
The Libraries have a Marketing Committee that is active year-round to promote information about services and resources and to solicit input for improvement.

* LIBRARIES ANNUAL REPORT 2006-07
Each year the Libraries write an annual report and will continue to do so.
http://www.une.edu/library/whatsnew/lib07.pdf

* INTERLIBRARY LOAN
ILL service continues to be quicker. Faculty would like pdf attachments of requested articles. Stew will check on this service, as it involves the IT automated process of deletion after a period of time to comply with Copyright law.

* PRINTING
Andrew Golub and Stew MacLehose met with David Johnson, CIO, to discuss IT issues and suggestions, including pay-to-print. This is a university-wide item for discussion, as in addition to Library printers, it would include all printers on both campuses.

* UNE LIBRARIES are a support department. Suggestions for improvement and resources may be sent to Andrew Golub or any Library staff person.

Thank you!!!
Barbara

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