Minutes: Metro Librarians’ Meeting
12 April 2017

In Attendance: Melissa Kash, Adam Brennan, Bob Holzmann, Elizabeth Szkirpan, Amy Lagers, Jao-Ming Huang

Open Librarian Position Update

- A full-time librarian position job requisition has been created and sent to Human Resources for approval. The position will be posted internally to existing full-time TCC employees before external candidates, including part-time librarians, can apply. The internal application time will likely be about a week before the position is posted externally.
- The full-time position replaces Elizabeth’s vacated part-time librarian position.

Library Aid Update

- Patrick Farrington has been selected to fill the part-time library aid position. His first day will be April 17th.

Office Organization Updates

- With a new full-time librarian coming on board, he or she will need an office. The new full-time librarian will be given the current part-time librarians’ office located within the library. The part-time librarians will be given an office in the library workroom.
- “Technical Services” will henceforth be called the “Library Workroom”. This space is the library’s storage and work space and does not just belong to Technical Services.

Librarian Projects Updates

Bob

- ILL - Tipasa (last task for TCC firewall completed) - FINISHED
- Library Servers / Resources & Data Storage – UNDERWAY (Proxy Server, Sparky)
- eResources Statistics (ODL/OCALD) & Annual Report Stats - ONGOING
- English as a Second Language (ESL) NE Collection – with Elizabeth, UNDERWAY
- Heritage/archives project - Digitization, Planning, System/Tech, DC/Kbart - UNDERWAY
- Hope Is the Last Thing to Die reprint, eBook (UNDERWAY)
- Website Review - A-Z improvements (new books, searching, Best Bets, hours box, etc.) with Megan Donald, UNDERWAY
- E-resources Review (links, journal review, cleanup, files/permissions, etc.) (UNDERWAY)
- TCC Accessibility Initiative (FINISHED)
- WMS Reports/Analytics (INTERSESSION, SUMMER)
- WMS & Discovery Review (configs, updating KB. Etc.) (INTERSESSION, SUMMER)
- OneDrive – UNDERWAY
- SharePoint - INTERSESSION

Amy

New:

- Creating samples of activities/videos/information to include on a virtual reality library tour using QR codes or similar technology. Possibly to include in the First Year Experience lessons.
Waiting for next steps:
- Opportunities for instruction at West Campus.
- Assisting with the redesign of the TCC Intranet.
- Possible participation in a focus group RE: Skillsoft (Online training tool).

**Jao-Ming**
- Visiting Math & Sciences department heads
- Embedded librarianship
- TCC intranet project
- New geoscience database
- Update FAQs

**Adam**
- April/ May additional projects
  - Louder Than a Bomb: University
  - FYE redesign committee
  - FYE Lesson Plan (Drawing the Library)
  - TCC Foundation funding grant
  - College Events Liaison work
  - Speech Liaison work
  - HeLEO chair elect duties
  - ILC committee chair
  - Reading Lab Workshop
  - Book displays: March/April

**Elizabeth**
- AACR2 to RDA transition
- LGBTQ+ Proposal
- Digitization and re-organization of cataloging files
- Update and rewriting of the cataloging LibGuide
- Selection of Heritage Archives DublinCore fields
- Creation and selection of Heritage Archives controlled vocabulary
- ESL book record clean up
- ACRL Framework Research Project with Research Consultations Committee
- Alternative instruction approach with Adam
- Heritage Archives peer recommendation collection

Adam mentioned his work on the First Year Experience (FYE) library lesson plan component and said that he is aiming to make the lesson plans as flexible as possible to benefit the library and FYE instructors. Adam also mentioned his marketing for the upcoming Louder Than a Bomb: University (LTAB:U) and indicated that he has been working with OU-Tulsa, OSU-Tulsa, and NSU to market the event on their campuses. TCC Southeast Campus has also started marketing actively this week, so we can expect more participants to sign-up soon. Adam asked Melissa for permission to market the event at local poetry cafes.

Amy highlighted an initiative project in which she is designing mini-videos and similar media that students and library visitors can access via QR codes for library tips and
tricks, such as how to use our printer system. You can view her printer video here: https://www.powtoon.com/c/dJnaPQvSbRe/1/m. Amy indicated that she thinks this project would be a good fit for FYE as well as everyday visitors.

- Jao-Ming has been regularly visiting the math and science department heads as part of his liaison work and has been helping to implement and test a geoscience and a nursing database. He has been working to update the FAQs that he took ownership of. Jao-Ming has also been working on an embedded librarianship project and has been attempting a math and science approach as part of his liaison work. He has not had much success with this yet, but Melissa encouraged him to keep reaching out to his department in addition to other departments and to consider bringing Melissa or a fellow librarian with him during his next pitch for feedback.

- Bob indicated that he completed his ILL Tipasa work, the data storage and proxy server switch was complete and successful, the Heritage storage area is still in progress, he is still working on clearing out the "Sparky" drive and is waiting for Natalie to review her materials on the drive, he is prepping for the Heritage project and the PDFs are now working, he is continuing to review e-resource statistics/access, he is continuing to assess the English as a Second Language (ESL) collection with Elizabeth, is continuing to work on the Hope is the Last Thing to Die book reprint, is continuing to review the library website with Megan Donald, and is planning on reviewing and updating WMS and Discovery over the intersession and summer months. He also found and configured another JSTOR database.

- Elizabeth is working on several cataloging and Heritage collection related-projects including researching AACR2 to RDA institution conversion, the digitization and re-organization of cataloging files, updating and rewriting the cataloging LibGuide, writing a cataloging/ workflow manual, working with Andy Taylor to select the Dublin Core fields for the Heritage collection and to create/select the controlled vocabulary for the collection, cleaning up the English as a Second Language book collection with Bob and Victoria, and compiling industry peer recommendations for the Heritage collection's digital storage. She is continuing to work on her LGBTQ+ collection proposal with input from Natalie Manke, is waiting for the semester to wrap up to continue work on the ACRL Framework Research Project with Adam Brennan, Megan Donald, Jamie Holmes, and Kathryn Benson, and is utilizing Adam’s no-computer instruction method to create some library classroom lesson plans.

- Melissa, Amy, Jao-Ming, and Elizabeth are all working on the Intranet project to redesign and reorganize the My TCC portal.

Classroom Laptops Update

- Melissa wrote the proposal to ask for new laptops for the classroom, but after Paula looked into the Wi-Fi problems we’ve been having in the classroom, she learned that the Wi-Fi will likely not be fixed any time soon due to a multitude of problems in IT including staffing, funding, and technology.

- Melissa spoke with Bruce James in IT and he confirmed that the Wi-Fi is probably not going to get any better anytime soon and an attempt to switch the classroom Wi-Fi access over to a different router did not work. So, Melissa retracted the request for classroom laptops and has instead requested for the classroom to be setup with wired computers until the technology can catch up with our laptops. IT thinks that they have enough equipment to do this.

- Melissa has instead requested laptops for use in the classroom mediascapes, some laptops for students to checkout and use in-library, and some laptops for the new Think Tank.
Desk Staffing Update

- Natalie and Travis have been working on a mock schedule to keep librarians off of the desk per Melissa’s request. Metro is the only TCC campus where librarians regularly staff the desk, which often leads to more people working the desk as-is necessary and interrupts librarians who may be trying to work on projects.

- Melissa and Paula both think that it is unnecessary to have librarians working the desk at all times and that a research-consultation/tiered system will free up librarian time for more instruction, research consultations, projects, liaison work, and course embedding. Librarians will be “blocked” into their offices, or scheduled to be available during certain time periods. During this time period, librarians can teach classes and schedule student consultations, but this availability primarily means that there will be a librarian available for research questions at all times. You can trade availability/blocks to attend meetings.

- This model does not mean that librarians cannot work the desk, but it is an opportunity for librarians to use their skills and training to work on more complex issues and projects. Desk coverage will be hierarchical with Library Aids, Library Assistant Is, Library Assistant IIs, Part-Time Librarians, Full-Time Librarians, and then the Library Director to work the desk, meaning those on the desk should attempt to locate an aid or assistant before calling a librarian for desk coverage (for example).

- Adam briefly mentioned some concerns that the librarians would lose student interaction in this model, but suggested more classroom promotion for research consultations as a possible solution.

- Melissa distributed the first draft of what this may look like, but it will likely change with the hiring of the new full-time librarian and other tweaks.

- Bob asked if the other TCC campus had concerns about their research-consultation model and Melissa indicated that the other campuses did not appear to be concerned about this approach to librarianship and that this is a fairly standard practice in academic libraries. Bob indicated that if the other TCC campuses are already using this model, then we should consider switching to it to streamline the college experience for students, who will likely experience this tiered system at our other campuses. Melissa indicated that we don’t have to do what other campuses are doing if it does not work here.

- Melissa assigned the librarians to investigate how other TCC libraries and other academic library campuses schedule their librarians on the desk and to report back what they find out. She asked Adam to investigate OSU, Amy to investigate TCC West, Jao-Ming to investigate TCC Southeast, and Elizabeth to investigate TCC Northeast.

- Melissa is seeking empirical evidence for when the desk is most busy to decide how many staff members to schedule during that time. Elizabeth indicated that the north and south doors have hourly counts, Adam indicated that the library has previously measured the hourly busyness by having an aid use a people counter at timed intervals to measure active library users, and Melissa indicated that she has seen another library measure hour-by-hour traffic with a special hourly tally mark sheet kept at the main desk similar to the existing daily-count sheets that measure information/technical questions/reference questions.

- Melissa and Paula think that two people are enough to cover the desk during most times.

- We will finish up the spring 2017 semester with our current librarians-on-the-desk schedule and will practice the new non-librarian desk schedule over the summer, thus allowing us to tweak the schedule as-needed to implement it completely in the fall.

Other Updates
• TCC will operate on shortened summer hours again this summer (full work days Monday-Thursday, TCC open 8 AM-1 PM on Fridays). The summer schedule is still being hammered out, but we can’t all take off Fridays. If someone volunteers to work Fridays, then it’s not an issue, otherwise, we will likely work out some sort of rotation schedule.