CTL Meeting Notes

When: November 10, 2017 from 8:00a.m. - 10:00a.m.

Where: Metro Think Tank

Attending: Melanie Brennan, Natalie Manke, Josh Barnes, Sarah Wagner, Travis Budd, and Melissa Kash

Notes: Sarah Wagner

**Agenda Items**

- Finalization of DAM form. We discussed suggested changes from LMT.
  - The newest form is on OneDrive in the CTL shared folder.
  - Replacement costs for the Wireless Broadband Devices are a total of $120, but broken up into $80 (device) - $20 (charger) - $20 (case). We’re going to update information in the guidelines.
  - Under the “Campus Specific” section we agreed to make it more general instead of by campus and not to worry about every item. Instead we can add a line of **Note: Availability varies by campus.**
  - **Action Item:** Update form and guidelines to reflect above.

- We discussed putting in place a standard protocol of procedures for HotSpots.
  - Discussion turned to adding having names on the waiting list and what to do if patron has a fine for turning a hotspot in late. LMT says yes, they can still be on the list but need to be told that they cannot check out the device until the fine has been paid. We will use the notes field in a patron record to remind staff that they must pay the fine prior to checkout. We will inform the patron that they have 1 business day (basically 24 hours) from notification to clear the fine and pick up the device before it goes to the next person on the list.
  - Discussion then turned to defining what “habitually” means in terms of abusing due dates for hotspots. We agreed on the following: if overdue three times or if long overdue over once time. We can always use our discretion.
  - Josh reminded everyone that if notifying patrons via Ask Us, please put in their names for tracking purposes.
  - **Action Item:** Josh will send verbiage for messages.
• Recording Statistics for ACRL
  o We need to be recording these on a monthly basis so that we can also report statistics for fiscal years for ACRL reporting and for IPEDs. Our Library annual report records these on a semesterly basis. Bottom line, we need them for the fiscal year. ACRL stuff is due in February.
  o **Action item:** we will collect these monthly stats going back at least a year, campus by campus and we will record these on the KM Guide so that they are accessible. Melissa will bring ACRL & IPEDs to the next meeting and we will figure out what/how far back at next meeting.

• LibCal Spaces – Implementing for spring semester. Discussion.
  o Basically, we just need to get moving on looking at it, seeing how it works and noting the differences. 1 difference is that we don’t have to customize ‘availability’ because it is already tied to the embedded calendar. However, we can still customize if we wish.

  o **Action item(s) -- Time line is as follows:**
    1. Josh finds out what will migrate or not, within this week.
    2. CTLs have between now until December 15th to set up our rooms and our slots.
    3. CTLs will meet after the Library Marketing Team meeting on December 15th at Metro. We will discuss then and formulate a 1 sheet/information sheet letting people know what to expect with the coming changes.
    4. Each CTL will train staff between January 2nd and 5th.
    5. Cut over date is January 5th, we will also need to remind admins to check links on website and to switch them over, i.e. – Bob and Amy, Jamie for the FAQ, etc. Make sure all the links are updated.
    6. We will help each other with setup.

• Josh talked about Assessment workgroup questions and asked for ideas and guidance from group.
  o Plan of the Assessment Work Group is to submit a study of what and how data is collected and to do a study to see how our library services help with student success. Goal – study for a few years. Track students by their T#s – what library services are used and by whom.
- WMS can track the history specific T#s (checkouts, databases, etc.) We use to have this function turned off, but it is on now, so remind staff of confidentiality.
- If helping a student with a reference question, do NOT do it at the desk. Have them sign on and go out to the floor to help them so that their information can be tracked.
- We then talked about tracking student T#s when it comes to study groups using our spaces. The Assessment Work Group proposed that we collect the T#s on these extra students. However, we are concerned that this will become a barrier to study groups booking the rooms. While it would be really great to be able to say that students using our study rooms and think tanks are more successful, it will be difficult to get the raw data. It would be hard to track these students and could be a turn off to booking the room. (Unless, of course, we checked out study room chairs, wink wink.) We wondered about using a survey to collect data on study room usage and success – but that would be self-reporting on the part of the student and so really does not represent hard data.
- **Action item(s):** Alert staff about using student computers and confidentiality reminder.

- **Courier issues.** When items are taken to the mail room, mail route, missing items
  - We’ve noticed that the new mail system does not necessarily deliver consistently across all four campuses. Also, there seem to be a number of items that appear to be missing. We’ve agreed to keep an eye on this topic, anecdotally.

- **Round table.**
  - There were no other topics. Meeting was adjourned at 10:52am.