**CTL Meeting Notes**

CTL Team members present: Melanie Brennan, Josh Barnes, Travis Budd, Bob Holzmann, Melissa Kash, & Natalie Manke

Date: March 9, 2018

Where: Metro Campus Think Tank

Time: 8:00 a.m.

Notes: Travis Budd

**Agenda Items**

- **Review of recording T#s for Study Room/Think Tank use. How is it going?**
  - Travis said everything seems to be going well. Natalie mentioned it was faster to pull up a patron in WMS first and to copy and paste relevant information into the Spaces booking. Melanie shared that Northeast uses online Notes to keep track of T#s of single groups that frequently book together. Josh said that it has been about half-and-half in person bookings versus those done online. It has been hit & miss in terms of success so far.

- **Checking out hotspots to students who are not currently enrolled.**
  - Natalie suggested that we do not have enough hotspots to check out to non-students. The consensus was that if their WMS record is still active then they would still be eligible to check out hotspots.
  - On getting new hotspots: Cindy Hess asked for more information about usage and Natalie compiled a demographic and zip code heat map of use. We also discovered that students could purchase internet access through Financial Aid. Possible barriers to this would be that it is not free and would use their financial aid, it requires a signed contract, as well as a background check. Funding proposals are due to the Foundation by the end of March 2018, so a decision is expected after that.
  - While many of the hot spot waiting lists are shorter, we are unable to market them effectively without a larger number of hotspots.

- **Holds reports and how to ensure patrons get their requests.**
  - Josh and Natalie discovered that when patrons place a hold on an item some of them are entering in future dates they want the hold active. For example, if they want to pick up a book by the 7th, and they select the 7th-23rd the book won’t actually show up as requested until the 7th and may have been checked out by someone else.
  - Possible solution: Josh thought it would be ideal to take off the dated option entirely. If that was not an option, we could see if we could add to
or modify the language that showed up when placing a hold. We will check with Bob to see if this is possible (Action Item- Bob) “OCLC notes that there is no setting to take off the dated option, and language/text cannot be altered either. An enhancement request has been submitted to OCLC.” –Bob Holzmann

- Natalie & Travis will test a future date hold by checking the item out to another patron before the hold date pops up. This will determine if the WMS generates an email to send to the original requester. (Action Item- Natalie & Travis)
- Josh will test the edit of hold dates longer than 1 week and the extended holds ready for pick up. (Action Item- Josh)
- It was determined that until we have a fix for this we will run holds reports every day.

- TCC Alumni users and guest users.
  - Metro has had several issues with guest users. The guest user log was been changed so that it is consistent at all campuses. Heather Hancock mentioned to us that it was discriminatory to treat guest users differently from campus to campus and so for this reason the other campuses will be using Metro’s guest procedure as the template for community users.
  - Pros and cons for community patron use of our libraries were discussed.
  - Melissa, Natalie, and Travis are contacting 37 or so peer institutions and asking 2 questions: Are non-students allowed to use the computers? If so, are there any time-limits for non-student use of the computers? (Action Item- Melissa, Natalie, Travis)
  - Alumni have 14 months after graduation of free library computer use before their account expires.
  - Bob mentioned that users have to be in Banner to have access to the library databases. Employed or current students in WMS get updated for database use periodically.
  - Travis will contact Diane Haney to see if Alumni & Friends users are issued a card with a T ID# and whether they are in Banner and have access to our databases. He will also forward an email with an example of the Alumni & Friends flyer and application. Travis will check with IT to see if the library can have access to an auto log off feature for guest users after their allotted time. (Action Item- Travis)

- Library Services Assessment plan and gathering T numbers when answering reference questions at the desk.
  - Bob asked if it was at all feasible to get T numbers when a patron asked a library specific question. Not a Directional or Technical non-library related issue but only those library-centric, perhaps using the READ scale. Ex: Helping find a book on the shelf.
• Natalie thought asking these questions constantly would disrupt customer service and students would constantly be asking why we need their information. It would also be a burden to both students and staff.
• Bob pointed out that obtaining this information would help the study break the data they receive into categories of types of use the library sees.
• Jao-Ming presented a study in a librarians meeting showing evidence that oftentimes students do not want to ask library staff questions. Josh said that this could exacerbate this.
• Josh mentioned that the library already gets these stats in other ways such as stats gathered for visiting databases, research consultations, and books checked out.
• It was unanimous among the CTLs that it is bad customer service and is off-putting.
• Bob asked if there were any times that questions and the desk are not recorded elsewhere. The group couldn’t think of any at the time.
• Melissa wanted to know how other institutions implemented this method. Bob was not 100% sure but he thought they might record a lot of this information at the entrance as students walk in.
• Bob offered a solution that if the CTLs thought it was too invasive of a practice to do long term then maybe we could do a sampling for maybe a month out of a semester.

Roundtable Discussion.

• Issues with printers has been a constant issue and often the perception of the problems reflects poorly to the library. Bob mentioned that we should take this problem to Emily Tichenor so she could bring it up (Information Technology committee).
• In Spaces there is no way to change a booking to a different room without starting completely over. This is frustrating and Josh is going to bring it up with Springshare customer service. (Action Item- Josh)