Next meeting: 7/25/13 10:00-11:30 am

Agenda:

1. Action Items
2. Search Terms Card
3. Faculty/Student Consultations
4. No Notebook
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)
- Revision of Reference evaluation forms and process
- Revision of Reference cards

Action Items:

All:

1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. **Revise all Freshman Seminar features that you are responsible for (if necessary) and send the individual revised features to CB (7/25)**
3. Review Freshman Seminar scripts (8/8)

Chelsea:

1. Ask AL if she would like to follow-up with Mr. Overstreet about whiteboard paint before submitting painting request for the Group Study Room
2. **Make changes to the Freshman Seminar Worksheet (7/25)**
3. **Create GSR feature for Freshman Seminar (7/25)**
4. **Bring up summer Reference Cards at next Librarians’ Meeting (7/18)**
5. Speak with AL about revision of reference evaluation processes

Dana:

1. **Combine the library homepage and CatPac features for Freshman Seminar (7/25)**
2. **Create an EBSCO bookmark for each discipline as a marketing reminder (7/25)**
3. Print more coffee prize cards for Freshman Seminar. ()

Patrick:

1. **Work with KS as necessary on separating the DVDs feature from the Media Services feature. (7/25)**
2. Make business-card sized versions of the poster-printing prize for Freshman Seminar (can use the business card template in Word)

Theda:
1. Look into adding default text to the catalog search box

2. **Continue pursuing the shower board project for a new whiteboard (7/25)**
3. Include GSR in whiteboard display at beginning of fall semester (8/15)

**Katie:**

1. **Meet with CB and PB as necessary to write a feature script for the DVD collection for Freshman Seminar (7/25)**
2. Work on designing GSR marketing posters (8/8)
3. Add a GSR reminder to first fall newsletter
4. **Talk to TS about inability to login to My Library Account (7/25)**

**Discussion:**

1. Action Items
   a. ITV Rooms
      i. There are no ITV rooms within the library. Fiber optic cables would have to be run for access.
   2. Search Terms Card
      a. Chelsea created an example for the flip side of the Search Terms (1.2) Assessment Card
         i. All librarians agree the example will work.
      b. The card’s template is located on the K: drive ➔ Instructional Services ➔ Instruction ➔ Assessment ➔ Assessment Cards ➔ Criterion 1.2 Assessment Cards
      c. The examples can be changed depending on the class.
      d. Point out the example to students and walk them through the example.
         i. As applicable, point out to students that they are not to use this example as their own response.
   3. Faculty/Student Consultations
      a. What counts as a Faculty/Student Consultation?
         i. What if the consultation only takes 10 minutes?
            1. Level III definition is "requires a strategy to locate an answer and requires selection of resources"
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2. Level IV definition is "Longer encounters outside of the regular desk duty"

   ii. What if the patron is not an ECU student?

       1. Still report as a consultation and Level IV as appropriate. This would be reported under the “other section” in the master table.

   iii. Major differences are length of time and whether the encounter occurred at the Reference Desk or not. However, we are not setting a time limit. Deciding on whether an interaction is a Level III or consultation/Level IV will be left to the liaison librarian’s discretion.

   iv. Remember to let Mica know about consultations and either mark them on the sheet as a Level IV or ask Mica to do so.

4. No Notebook

   a. Minutes from July 5th, 2012 Librarians’ Meeting: AL wants librarians to record everything they say “no” to, and add a “no but” column. Questions such as “is there a cost to print” may be eliminated. AL wanted the committee to decide whether to record instances where the library does not have a particular book.

   b. Minutes from July 26th, 2012 Reference Committee: Decided not to mark down instances where we don’t have a particular book, but we did want to add a section to mark down questions about textbooks. A new No Template was to be created with a textbook section and a “no, but” column.

   c. CB will create a new No Template with a textbook tally box and a referral column that will be used to record where we referred the patron to.

   d. With fax machine questions, we can suggest that students scan and email a document rather than fax.

   e. When students request a book that we don’t own, refer them to the Suggestions button at the top of the library’s homepage.

5. Future Topics: Revising of Reference Evaluation Forms & Reference Cards Processes and Requirements

   a. Librarians plan to review this process during this fall semester.
b. CB will speak with AL regarding the committee revising reference evaluation cards and evaluation forms processes.

c. Concern that we will not meet Reference Cards requirement during summer. CB will bring this up at the next Librarians’ Meeting.

6. Reference & Instruction Topics

a. DB spoke with Dave Henley. She wants to go over and tested the new School of Business computer labs, but they are not available yet.

i. DB has the IP addresses for the lab computers.

ii. Vendors will not have to be contacted to add new IPs.

b. Patron with open container

i. Patron appeared to be using a spit cup, but it was unclear whether he was spitting tobacco.

1. Librarians should request that patrons place a lid on a “drink” container

2. If patron responds that it is not a “drink,” librarian should make patron aware that we are a tobacco-free campus

c. There is a glitch in the Library website system that won’t allow KS to login to her My Library account.

i. An attempt to reimport her information from Jenzabar did not work.

ii. KS will contact TS about this once she is back.
Next meeting: 8/22/13 10:00-11:30 am

Agenda:
1. University assessment committee report
   - Dana
2. Action Items
3. LibGuides Maintenance
4. Beginning-of-the-semester meetings
5. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL)
- Revision of Reference evaluation forms and process
- Revision of Reference cards

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Action Items:

All:
1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Review Freshman Seminar scripts (8/8)
3. Review Freshman Seminar Features packet and send suggestions to CB (8/8)
4. Update LibGuides based on Allie’s suggestions (8/16)
5. Setup and conduct meetings with JP, MM, SB to cover subject resource training (8/16)
6. Let MM know how many copies of the IS brochure you need for your departmental meetings (when possible)

Chelsea:
1. Ask AL if she would like to follow-up with Mr. Overstreet about whiteboard paint before submitting painting request for the Group Study Room
2. Update Instructional Services Brochure, including looking for image to replace “integrity” image and updating CB’s title (8/8)
3. Update the Citation Builders box (8/16)
4. Try to update citation examples so that subsequent lines are appropriately indented (8/16)
5. Send Freshman Seminar Features packet to librarians

Dana:
1. Create an EBSCO bookmark for each discipline as a marketing reminder (8/22)
2. Print more coffee prize cards for Freshman Seminar (8/22)

Patrick:

Theda:
1. Include GSR in whiteboard display at beginning of fall semester (8/16)
2. Continue pursuing the shower board project for a new whiteboard (8/22)

Katie:
1. Update liaison flyer (8/1)
2. Design GSR marketing posters (8/8)
3. Look for image to replace “integrity” image in Instructional Services Brochure (8/8)
4. Update document delivery box in Reusable Content with correct links (8/16)
5. Add a GSR reminder to first fall newsletter

Discussion:

1. University Assessment Committee Report
   a. The Assessment Committee is being disbanded or suspended for at least the next year.
   b. What should be done about writing the Assessment Report?
      i. Proposal 1: The Instructional Services Committee takes over the writing of the report and then presents it to the Dean for approval. The Dean will then invite library personnel to a meeting to discuss the report.
      ii. Proposal 2: The Instructional Services Department will provide the Dean with the assessment data. The Dean will write the report and then invite library personnel to meet and discuss the report.
         1. Librarians agree this would be the best option.
         2. DB will communicate this to AL.

2. Action Items
   a. Freshman Seminar Features
      i. CB will review the updated features, compile them and then send them to the other librarians for review.
      ii. Revisions should be sent to CB by 8/8
      iii. CB will try to conduct training of student assistants week of 8/19 to give them one full week to process info and practice. CB will ask staff for recommendations of good student workers next week.
   b. Freshman Seminar Worksheet
      i. The updated handouts with new Wordles were approved by all librarians.
   c. New No List
      i. Librarians approved new No List layout which includes “referred to” column and textbook tally boxes by month.
      ii. If patron is requesting a non-textbook it should not be marked on the tally sheet. Instead, the patron should be directed to fill out the
suggestion or comment form on the website, or we could fill this out for the patron.

d. **Coffee Cards**
   i. DB furnished 10 coffee cards and will print more before freshman tours begin.

e. **Shower board**
   i. Tested shower board with dry erase markers and it worked.
   ii. TS and DB will pick up shower board.
   iii. Shower board will be placed on rollers for flexible usage.
   iv. DB will try moving the couches from the atrium to the old map area on the 2nd floor in an effort to better manage noise.

f. **Adding default text to catalog search box**
   i. Item has been removed from action items as it is not really an IS issue.

g. **My Library not working for KS**
   i. DB has an open ticket with IT regarding this issue.
   ii. KS will try to login to My Library account from off campus.
   iii. Item has been removed from action items as it is not really an IS issue.

3. **LibGuides Maintenance**
   a. CB passed out packets of problems that Allie found when reviewing LibGuides for compliance.
   b. Some books are not linking correctly.
   c. New CatPac tutorial available in the Course Guide templates. Books tabs need to be updated accordingly.
      i. Add new box from Course Guide Template. Select the “Using the CatPac” box. COPY this box.
      ii. Copy and paste the text from your old Using the CatPac box into the new one.
      iii. Delete the old one.
   d. **Related Guides Box**
      i. Just links back to the guide the user is currently on since we don’t have any course guides. Allie found this confusing.
         1. Proposal of leaving things as they are or excluding the Related Guides box on the subject guides.
            a. Librarians agree to leave them as they are. If individual librarians elect to delete the Related Guides boxes during the summer, they may do so.
   e. **Citation Builders Box**
      i. First bullet is a link; second bullet is not a link. Allie found this confusing.
         1. Decided to remove the link from the first bullet, and place the link in the text.
            a. CB will update the formatting.
f. Search Engines Tutorials
   i. This tutorial has not been imported into Captivate yet. Ignore any suggestions about changing this tutorial.

f. Document Delivery Box Forms
   i. They are linking to an old ecok.edu page.
   ii. KS will update the links.

h. All librarians will complete their LibGuides updates before classes begin August 19th.

4. Beginning-of-the-semester meetings
   a. DB sent out liaison reminders for beginning-of-the-semester tasks.
   b. DB reminded KS that Jami Graham will need to be contacted to see how many flyers to print for freshman orientation.
   c. KS should attend CLASS school/college meeting with CB.
   d. School/College Meetings
      i. Liaison flyer is passed out during school/college meetings.
         1. All liaison departments on the flyer will need to be updated.
         2. KS wishes to update the layout of the flyer.
            a. Layout would have to be approved by all librarians by noon Thursday, August 1st.
      ii. May want to mention the Group Study Room reservation system to faculty.

   e. Departmental Meetings
      i. The Instructional Services Brochure is to be handed out at the departmental meetings.
         1. CB will update her title.
         2. CB and KS will look for an image to replace the “integrity” image which may be hard to read for some students.
         3. CB and MM will print new brochures.
            a. Email CB or MM with your number of required brochures.
      ii. May want to demonstrate how students can reserve GSR and mention DVD move and new DVD circulation policies.

   5. Reference & Instruction Topics
      a. All have approved the Reference Calendar. MM will post it next week.
      b. Staff Working Reference Desk.
         i. MM and SB are up to date enough to start working the Reference Desk. However, their training will continue through the Fall Semester.
         ii. Librarians will schedule meetings with JP, MM, SB to go over their subject specific resources.
            1. CB suggests scheduling at least two hours (probably broken into two meetings) to cover subject-specific resources. Make sure that your instruction is thorough and at an appropriate
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level. Remember that the staff may not have had much opportunity to interact with databases before.

2. Subject specific training does not need to be limited to databases. May want to discuss other subject-specific resources from subject guides.

3. May want to conduct the meeting in the Instruction Room so that JP, MM, and SB can follow along on netbooks.
Next meeting: 09/19/13 10:00-11:30 am

**Agenda:**

1. Action Items
2. Item/Bib Location Changes--TS
3. SAILS
4. Freshman Seminar tours
5. New IL Plan
6. Learning Objectives
7. Reference & Instruction Topics
   a. ILL of textbooks

**Topics for future meetings:**

- Work on improving library classes with distance education sites (with AL)
- Revision of Reference evaluation forms and process, including Reference cards

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**Action Items:**

**All:**

1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Complete subject specific resource training with JP, MM, SB (8/30)
3. Review learning objectives materials and bring ideas for how to approach writing of learning objectives to next meeting (9/19)

**Chelsea:**

1. Send out revised Freshman Seminar features and librarian scripts (8/26)
2. Follow-up with Adrianna about getting the Group Study Room painted with semi-gloss paint (9/3)
3. Update LibCal Codes and send out (9/19)
4. Send out reminder of LibCal procedures (9/19)

**Dana:**

1. Send link for EBSCO support site for marketing materials (9/19)
2. Buy candy for Freshman Seminar tours (8/30)

**Patrick:**

**Theda:**

1. Continue pursuing the shower board project for a new whiteboard

**Katie:**

1. Design GSR marketing posters (9/19)
2. Add a GSR reminder to first fall newsletter (9/13)
3. Ask Dan at the bookstore for required reading list (9/19)
Discussion:

1. Item/Bib Location Changes
   a. Theda has modified the item and bib locations.
      i. Item locations for juvenile books now include easy, fiction, non-fiction, biography, etc.
   b. Theda has also figured out how to export records from millennium into Excel with hotlinks to the CatPac record.
      i. Used this to provide music with a list of all scores.

2. Action Items
   a. Group Study Room
      i. AL asked CB to remind her to follow up with Mr. Overstreet during the second week of school.
      ii. MM says that they are actually taking the whiteboard paint off the walls in CBCC. The faculty didn’t like it.
      iii. All agreed that a semi-gloss paint would be sufficient.

3. SAILS
   a. Updated introduction script.
      i. Changed link for test code entry so that students go directly to login page.
      ii. All librarians approve of the script.
   b. Slips have been printed.
      i. Slips should be filled out by students, but may be shred after SAILS test is complete.
   c. Scheduling
      i. Aug 28th and Aug 30th
      ii. Students can leave when they are done, unless the instructor has something they would like the students to work on.
      iii. HOMN only has 25 computers.
         1. Katie is the first on in HOMN
         2. MM will take netbooks with mice and power cords to HOMN.
         3. Dana has a pull cart that can be used for netbooks.
      iv. Administration and Danley
         1. Have 30 computers in each.
         2. Danley 105
            a. One computer is not working.
      v. CB will keep updated on lab computers.

4. Freshman Seminar Tours
   a. Tours start September 3rd.
   b. Two student assistant trainings scheduled for Monday and Tuesday.
i. 10 student workers helping out.
c. Kyle and Sam will be covering Media Services.
d. CB invited Katie to observe the first tour.
e. Handouts and worksheets have been printed.
    i. Catpac feature was discarded.
    ii. The Group Study Room and DVD Collection have been added.
f. CB will send out revised features and librarian scripts.
g. Dana will pick up candy for tours.
h. Floater Tour Schedule has been distributed.

5. New IL Plan
   a. Current plan ends this spring. CB wants a more collaborative writing process for the next plan.
   b. What to include in new plan?
      i. Reference desk arrangement
         1. May include new signage and consultation space
      ii. Chat reference
      iii. Continue scaffolding
      iv. LibAnalytics for more detailed tracking of instruction sessions
      v. Technology, including Wimba classes
      vi. Flipped classes
      vii. Revise the LibGuides Homepage
      viii. Subject guide layout
      ix. Instruction Evaluation Forms
      x. Instruction Room redesign
         1. Furniture
         2. Artwork
         3. Perhaps have a student paint a wall mural or create other art for the room

6. Learning Objectives
   a. Review handouts
      i. Bring suggestions for how to approach writing learning objectives to next meeting.

7. Reference Topics
   a. ILL of textbooks
      i. Per our ILL policy, textbooks and other class-required readings are not available through ILL.
      ii. For the time being, let students who ask about getting textbooks through ILL know that it is forbidden according to our policy.
      iii. Katie will check with Dan in the bookstore to see if he can give us a list of the required reading each semester. This would allow us to more accurately field these questions and allow Wendy to deny ILL requests for required readings.
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In attendance: CB, PB, DB, KS, TS, MM

b. Policy for staff covering reference.
   i. CB is starting to work on this policy. What do we want it to include?
      1. Ask other librarians first before having staff cover the Reference Desk.
      2. Keep in mind that an entire reference shift may be too much to ask of staff who also supervise students. May need to ask multiple staff members to cover a single shift so as to lessen the burden.
      3. Staff members should check with supervisors before accepting shift changes.
   ii. CB notes that Mica should be asked to cover shifts before turning to other staff.

c. LibCal
   i. Code: Previous X
      1. This code can be retired because there is a way to change the booking time after the time slot has ended.
         a. Open the booking you wish to change and click “edit booking.”
         b. Click “Change Date & Time.”
         c. Re-input booking details (dept. and # of students) as these revert to default when using the “Change Date & Time” feature.
      1. Springshare is working on incorporating this feature into the statistics.
      2. Continue marking users showed up.
         a. Allows CB and MM to double-check.

8. Next Meeting
   a. September 5th meeting will be cancelled due to tours.
      i. Next meeting will be September 19th.
Next meeting: 10/03/13 10:00-11:30 am

Agenda:

1. Action Items
2. Debrief from Freshman Seminar Tours
3. UNIV 3001 SAILS
4. Learning Objectives—how to get started?
5. IL Plan—other things to add to list?
6. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)
- Revision of Reference evaluation forms and process, including Reference cards

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Action Items:

All:

1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 1 in the Assessment Plan. Print copies for all committee members (10/3)

Chelsea:

1. Talk to AL about painting the Instruction Room (10/3)
2. Look into removing lock from Instruction Room closet door or fixing it so that the door can be unlocked and locked (10/3)
3. Ask Jami Graham to inform future UNIV 1001 instructors that classes should come straight to the Instruction Room rather than meeting in the classroom first (10/31)
4. Revise Freshman Seminar Worksheet to focus on sales pitch and send out for approval (Dec.)
5. Revise Freshman Seminar Features Packets, moving the information from the “What is this feature” to the “What is the purpose of this feature” section, and send out for approval (Dec.)

Dana:

1. Talk to AL about Jenny placing meetings occurring in Special Collections on the LLStaff calendar (10/3)

Patrick:

1. Complete subject specific resource training with JP, MM, SB (10/3)

Theda:

1. Continue pursuing the shower board project for a new whiteboard

Katie:
1. Design GSR marketing posters (10/3)
2. Place a copy of bookstore’s required reading list at Reference Desk (10/3)

Discussion:

1. Debrief from Freshman Seminar Tours
   a. Revise the worksheet.
      i. Move features script content from “What is this feature” section to “What is the purpose of this feature” section.
      ii. Re-focus the worksheet on the sales pitch. This would be the only question on the worksheet.
         1. It would read something like “Pretend you are a salesperson. Write a sales pitch to promote this feature to your classmates. Your sales pitch should include where the feature is located, the feature’s purpose, and an example of when someone might use this feature.”
         2. Hopefully, this will discourage students from repeating themselves and reading off their worksheet quite so much.
   b. Remove lock from Instruction Room closet.
   c. Spiral bind the next features packets.
   d. Schedule at least 2 floaters on 3rd floor.
   e. It didn’t work very well to schedule student assistants to work the tours outside of their normally scheduled shift. Several of them forgot about their shifts or were otherwise late.
   f. Meetings in Special Collections need to be put on the calendar so that we know to exclude that feature from certain tours.
      i. DB will talk to AL or Jenny about this.
   g. We need to schedule one training session and one practice session for student assistants.
   h. Jami needs to be informed that instructors should not have students meet in the classroom first. They should come straight to the library due to limited time.

2. UNIV 3001 SAILS
   a. UNIV 3001 SAILS testing is scheduled for Sept. 25 and 26.
   b. All but DB are scheduled to administer a test.
   c. CB handed out SAILS identifiers.
   d. Introduction script is the same one we used for UNIV 1001.

3. Learning Objectives
   a. For the grant, we have to implement something we learned at this summer’s workshop on assessment. We chose to write learning objectives.
   b. We will write general learning objectives at the program level that could theoretically be customized to the session level.
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9/19/2013  
In attendance: CB, PB, DB, KS, TS, MM

i. These will essentially reword the Student Learning Outcomes in the Library Assessment Plan so that our documentation is in line with the Gilchrist learning outcome model.

c. What will we do with the learning objectives?
   i. Officially revise the Assessment Plan with this wording?
   ii. Put them on the Instruction webpage.
   iii. If we implement LibAnalytics for instruction tracking, we could have the librarian check off which learning outcomes they cover in each session.
   iv. Individual librarians could customize the learning objectives for particular sessions, but we don't intend to require this.

d. Each librarian will bring a draft of one learning objective to each IS meeting.
   i. Each librarian should bring at least one learning objective based on Learning Outcome 1 in the Assessment Plan to the October 3rd meeting.

4. New IL Plan
   a. We started to break down each item into the steps we'd have to go through to accomplish that item.
   b. What to include in new plan?
      i. Reference staffing models
         1. Based on statistics
         2. Triage?
         4. Draft, revise, and approve ideal plan which is based on best practices.
         5. Implement plan.
      ii. Reference desk arrangement (may include new signage and consultation space)
         1. Research best practices.
         2. Draft, revise, and approve ideal plan which is based on best practices, including funding considerations.
         3. Implement.
      iii. Chat reference
         1. Research available options, including how to integrate everything you have open on your desktop (two monitors).
         2. Decide whether or not to implement.
         3. Draft procedures.
         4. Implement.
         5. Evaluate.
   iv. Continue scaffolding
      1. Decide next departmental pilot.
      2. Get started on that pilot.
   v. LibAnalytics for more detailed tracking of instruction sessions
      1. Create, discuss, and revise survey.
2. If determined feasible, implement.
   vi. Technology for ITV classes or those with no F2F component
   vii. Flipped classes
   viii. Revise the LibGuides Homepage.
   ix. Subject guide layout
   x. Instruction Evaluation Forms
   xi. Instruction Room redesign
      1. Furniture
      2. Artwork
      3. Perhaps have a student paint a wall mural or create other art for the room.
   xii. Solving various problems/providing options with regard to instruction.
      1. Large class sizes
         a. CETL
         b. Split the class—use two librarians or two days.
      2. Instruction room already booked.
   xiii. We will resume at vi at next meeting.

5. Reference & Instruction Topics
   a. Willard students are coming Friday to find books.
      i. Librarians will send groups of 2-4 students out with helper to find books once they have found 2 call numbers.
      ii. Jolene has carts placed upstairs and downstairs for discards.
      iii. For books that appear as checked out:
         1. If it has a due date in the end of January, it is probably already checked out to this class.
         2. Use walkie talkie or cell to call up to Circulation to confirm if it is already checked out. They’ll either bring the book to you or you can send a helper to get it.
      iv. If books are missing write down the call # and student’s name and give to Jolene.
      v. If a relevant book cannot be found search Encyclopedia Britannica or use World Book Encyclopedia.
      vi. Two carts in each classroom.
         1. One for checkouts: students will write their name on a label and place it in the front of the books for Circulation to affix to the books at checkout.
         2. Other cart is for discards.
      vii. Copy cards are at each podium in case a student didn’t bring money.
         1. Be discrete with their use.
      viii. ECU stickers will be handed out as students exit the classroom.
   b. Grooming in the bathroom
      i. There haven’t been any other instances.
i. TS asked if folks would be interested in having library t-shirts for the staff.
   1. All expressed interest.
ii. Linscheid Library on the front.
   1. Possibly with watermark.
iii. Possibly a Wordle on the back.
Instructional Services Committee Meeting  
10/3/2013  
In attendance: CB, PB, DB, KS, MM

Next meeting: 10/24/13  10:00-11:30 am

Agenda:  
1. Action Items  
2. Syllabi Analysis  
3. IL Plan  
4. Learning Objectives  
5. Reference & Instruction Topics

Topics for future meetings:  
- Work on improving library classes with distance education sites (with AL)  
- Revision of Reference evaluation forms and process, including Reference cards

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Action Items:

All:  
1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*  
2. Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 2 in the Assessment Plan. Print copies for all committee members (10/24)

Chelsea:  
1. Post reformatted Student Instruction Evaluation Form on Instruction webpage. Let DB know when this has been completed (10/21)  
2. Let Jenny know that the Student Instruction Evaluation Form has been reformatted (10/24)  
3. Have Mica place typed file labels on folders at Reference Desk (10/24)  
4. Ask Jami Graham to inform future UNIV 1001 instructors that classes should come straight to the Instruction Room rather than meeting in the classroom first (10/24)  
5. Revise Freshman Seminar Worksheet to focus on sales pitch and send out for approval (Dec.)  
6. Revise Freshman Seminar Features Packets, moving the information from the “What is this feature” to the “What is the purpose of this feature” section, and send out for approval (Dec.)

Dana:  
1. Link to Student Instruction Evaluation Form from the Assessment webpage (10/24)

Patrick:  
1. Complete subject specific resource training with JP, MM, SB (10/24)

Theda:  
1. Continue pursuing the shower board project for a new whiteboard

Katie:  

October 16, 2013
1. Send draft of GSR marketing posters to all librarians (10/31)
2. Place a copy of bookstore’s required reading list at Reference Desk (10/24)

Discussion:

1. Action Items
   a. AL has asked Jenny to submit a request to fix the Instruction Room closet door so that it can be left unlocked and to submit a request for painting the Instruction Room.
   b. Jenny will now place Adrianna’s meetings in Special Collections on the llstaff calendar. All librarians should do the same.

2. Syllabi Analysis
   a. Will not be available for this fall due to spreadsheet and data entry issues.
   b. If you would still like to see syllabi from your classes, we do have them in electronic format.
   c. The syllabi analysis is being reentered and will be available for the spring semester.

3. New IL Plan
   a. We continued to break down each item into the steps we’d have to go through to accomplish that item.
   b. What to include in new plan?
      i. Reference staffing models
         1. Based on statistics
         2. Triage?
         4. Draft, revise, and approve ideal plan which is based on best practices.
         5. Implement plan.
      ii. Reference desk arrangement (may include new signage and consultation space)
         1. Research best practices.
         2. Draft, revise, and approve ideal plan which is based on best practices, including funding considerations.
         3. Implement.
      iii. Chat reference
         1. Research available options, including how to integrate everything you have open on your desktop (two monitors).
         2. Decide whether or not to implement.
         3. Draft procedures.
         4. Implement.
         5. Evaluate.
     iv. Continue scaffolding
1. Decide next departmental pilot.
2. Get started on that pilot.

v. LibAnalytics for more detailed tracking of instruction sessions
   1. Create, discuss, and revise survey.
   2. If determined feasible, implement.

vi. Technology for ITV classes or those with no F2F component
   1. Individual librarians get training on how to use ITV equipment
   2. Individual librarians get training on how to use Wimba
   3. Discuss problems related to ITV classes and equipment
      a. Identify steps to solve problems or workaround them
         in collaboration with distance ed advisors and other personnel, as appropriate (may involve distance ed observing problems from our end)
      b. Implement steps

vii. Flipped classes
   1. Researching best practices for flipping classes
   2. Discussing best practices
   3. If determined feasible, implement.

viii. Revise the LibGuides Homepage.
   1. IS Librarian prepares and presents example of proposed changes
   2. Librarians discuss and decide on changes
   3. IS Librarian implements

ix. Subject guide layout
   1. Discuss how to handle content that deviates from current subject guide layout
   2. Develop guidelines as appropriate
   3. Implement guidelines

x. Instruction Evaluation Forms (to include discussion of how to save paper for student evals)
   1. Discussion, to include research if appropriate
   2. Draft changes
   3. Bring changes to Dean for approval
   4. Implement changes (in CY 2015)

xi. Instruction Room redesign
   1. Furniture
   2. Artwork
   3. Perhaps have a student paint a wall mural or create other art for the room.

xii. Solving various problems/providing options with regard to instruction.
   1. Large class sizes
      a. CETL
      b. Split the class—use two librarians or two days.
   2. Instruction room already booked.
We will resume at xi at next meeting.

4. Learning Objectives
   a. Learning objectives should be in the format of the Gilchrist model and use the verbs specified in Bloom’s Taxonomy.
   b. Librarians discussed each librarians’ proposed wording for learning outcome 1 and came to an agreement:
      i. “Develop a focused topic and related search terms in order to design a research plan.”
   c. Learning Outcome II will be discussed at the next meeting.

5. Revision of Reference Evaluation Forms and process, including Reference Cards
   a. This topic needs to be discussed this semester so that any changes can be implemented at the beginning of the new evaluation period in the spring semester.

6. Reference Topics
   a. Community patron access to MS Office
      i. Should we let community patrons know that they can access MS Office by right-clicking on the desktop and selecting “New”? 
      ii. Subject is tabled until next meeting.
      iii. Until then Microsoft Office is not available for community patrons.
   b. Salem Press representative calling Dana
      i. The representative wants to know our areas of focus for reference collection development.
      ii. We don’t really have any areas of focus.
      iii. DB will request that he continues to send catalogs, but refrains from calling.
   c. Folder Labels
      i. DB requested printed labels on the folders at the Reference Desk.
      ii. CB will have MM put typed file labels on folders at the Reference Desk.

7. Instruction Topics
   a. How to save paper with regard to student instruction evaluations (“Return of student evaluations”)
      i. PB suggested computerized evaluations to avoid excessive printouts.
         1. Not all classes have computer access.
      ii. CB suggested including “how to save paper on Student Instruction Evaluations” as a discussion item in the new IS plan.
   b. Student Instruction Evaluation format
      i. TS reformatted the layout so that all answers are horizontal on one line, rather than vertical.
      ii. CB reformatted TS’ revision, removing the border and vertically centering the text.
Instructional Services Committee Meeting
9/19/2013
In attendance: CB, PB, DB, KS, MM

1. All agreed to this formatting.
2. CB will let DB know when she puts the new form on the Instruction page. DB will then link to the form from the Assessment page.
3. CB should notify Jenny of the changes.

   c. Handouts (how to be more green)
      i. For general overview classes, your business card or a bookmark marketing a database may be sufficient.
      ii. However, our standard handouts are required for traditional instruction sessions that are tailored to a specific assignment.
Next meeting: 11/07/13 10:00-11:30 am

Agenda:

1. Action Items
2. Microsoft Office Access for Community Patrons
3. Reference Evaluation Forms and Process
4. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)

Action Items:

All:

1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 2 in the Assessment Plan. Bring copies for all committee members. (11/7)

Chelsea:

1. Schedule meeting with PB and AL about access to Microsoft Office for community patrons (11/7)
2. Speak with AL about revising the Reference Evaluation process (11/7)

Dana:

1. Meet with CB and AL about access to Microsoft Office for community patrons
2. Check on printing issues with Libref1 and Libref8 (11/7)
3. Look into purchasing a headphone splitter for the movie viewing station (11/7)

Theda:

1. Continue pursuing the shower board project for a new whiteboard

Katie:

1. Put LLAF logo on Halloween poster (10/25)
2. Revise, print, and post GSR Poster (11/7)
3. Place a copy of bookstore’s required reading list at reference desk (11/7)
Discussion:

1. Action Items
   a. Shower board will be on an oak frame/stand.
      i. The board will be on wheels. May be slightly more expensive than originally anticipated, but should still be under $100.
   b. Group Study Room Poster
      i. Revised poster to read “Reserve the Group Study Room for two hours a day, even a week in advance, at ecok.libcal.com”
      ii. KS will revise, print, and post the poster.

2. Microsoft Office for Community Patrons
   a. PB argued that we should give community patrons access to Microsoft Office since we have recently extended privileges in other areas, such as allowing unlimited printing of multiple copies and allowing community patrons to checkout DVDs.
      i. Savvy patrons can already access Microsoft Office by right-clicking on the desktop and selecting “New.”
      ii. Giving community patrons access is allowed under our Microsoft Office license because the license is computer-based rather than based on user-type.
      iii. Community patrons would still not be able to save to a thumb drive, but they could save to the desktop temporarily and email the document to themselves.
   b. All librarians were in support of giving community patrons access to Microsoft Office by placing an icon on the desktop.
   c. PB and CB will meet with AL about community patron access to Microsoft Office.

3. Reference Evaluation Forms and Process
   a. Student Evaluation Cards
      i. Librarians would like to require new librarians to get 10 cards per semester for their first fall and spring semester. No cards would be required during the summer semester.
      1. After the first fall and spring semester, librarians would not be required to use the Student Evaluation Cards.
      ii. Librarians would like to institute a general service evaluation card that would be placed at all service points (Circulation Desk, Reference Desk, Collection Services Desk, and Media Services Desk).
      1. Perhaps we could offer an incentive for filling out a service card, such as a monthly or once-a-semester drawing for a free beverage card.
         a. We would need to explain that multiple entries would not increase the chances of winning.
b. We would want to advertise these cards and the incentive with emails, a rotating image, and eye-catching signs by or on the ballot boxes.

2. Perhaps these cards would ask for date and time rather than the name of the employee since not all employees wear nametags.

3. Since these cards would impact most departments, the specifics should be decided at a Library Meeting.

b. Peer Evaluation Forms
   i. Librarians propose to retain a once-per-semester Peer Evaluation Form requirement, but revise the form.
      1. Include approximately 10 items with “Meets” and “Does Not Meet” plus two narrative questions asking for strengths and weaknesses or something similar.
      2. Due date for the forms would be pushed back to the first day of Dead Week each semester.

c. CB will meet with AL to discuss the proposed changes to the Reference Evaluation process.

4. Reference & Instruction Topics
   a. Libref1 and libref8 have printing issues.
      i. PB will check on these computers.

b. A student was conducting a test next to students who were being loud. After a failed attempt at asking them to quiet down, she became frustrated and submitted a completely blank test. Student also had technical issues.
   i. How should we handle this issue when students come to us after the fact?
      1. Email their instructor and explain the issue?
         a. We can certainly email or call the instructor regarding technical issues.
         b. However, we would want to see the technical issue before talking to the professor.
            i. This student didn’t show the issue to the librarian.
   ii. In cases like this, we should urge the student to let us know at the first occurrence of the problem (whether technical or noise-related), rather than after submitting a blank test.

   c. Movies on reserve.
      i. Where can a group watch a movie that is on library-use-only reserve?
         1. The Group Study Room on a laptop would be doable, but noise would carry.
         2. Instruction Room is not an option either. We don’t want to open it up to unsupervised student use at this time.
      ii. Until there is another option we will have to tell them to rent the movie from elsewhere or watch the movie individually.
iii. PB will look into purchasing a headphone splitter for the 3rd floor viewing station to allow a few students to watch a movie together.

d. Dead Week and Finals Week Reference Schedule.
   i. Same four hour blocks.
   ii. Same night shifts.
   iii. DB is willing to work a night shift as needed.
   iv. MM will work on the new schedule and send it out for approval.
Next meeting: 11/21/13 10:00-11:30 am

Agenda:

1. Action Items
2. Reference Evaluation Forms and Process
3. Learning Objective 2
4. IL Plan
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)

Action Items:

All:

1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 3 in the Assessment Plan. Bring copies for all committee members. (11/21)
3. Think about new name for old map room. (11/21)
4. Review suggested categories for IS Plan and think about semester of implementation and estimated duration of each item on the IS Plan. (11/21)

Chelsea:

1. Revise and post revised Reference Assessment Plan on reference webpage and contact Dana when it is ready. (11/18)
2. Have Mica place IS Plan into a separate document for easy reference. (11/21)

Dana:

1. Link to updated Reference Assessment Plan from the assessment webpage. (11/21)

Patrick:

1. Check on Libref1 and Libref8 for issues with double-sided printing. (11/21)
2. Purchase headphone splitter. (11/21)

Theda:

1. Continue pursuing the shower board project for a new whiteboard.

Katie:

1. Post GSR poster in sign holders in lounge and old map room. (11/21)
Discussion:

1. Reference Evaluation Forms and Process
   a. CB met with AL to discuss the librarians’ proposal regarding the reference evaluation process.
   b. Patron Survey Cards
      i. AL is okay with only requiring the cards for new librarians.
      ii. 10 cards required for each full, regular semester.
      iii. They will be a different color than the standard cards that are at the Reference Desk.
      iv. Library Dean may decide to ask the new librarian to hand out survey cards in subsequent semesters, depending on feedback.
      v. We will look at revising the Patron Survey Cards at the next meeting.
   c. Peer Evaluations
      i. AL is okay with the librarians revising the form and also agreed to move the due date to the first day of Dead Week.
      ii. Librarians will look at revising the form at the next meeting.
   d. CB presented a revised Reference Assessment Plan based on the above. The librarians made some changes to it. CB will incorporate the changes and post to the reference webpage. DB will link to this from the assessment webpage.
   e. All changes will be implemented at the beginning of the spring semester, except for the general service evaluation cards.

2. Learning Objective 2
   a. All librarians brought at least one draft of learning objective 2. Most of them were quite similar.
   b. Gilchrist does not use the term “students” in the beginning of the learning objective, so we will start the objective with the verb instead of the word “students.”
   c. Librarians discussed proposed language for learning objective 2 and came to an agreement:
      i. Identify, select and effectively use appropriate search tools in order to locate and retrieve sources.
   d. All librarians should write draft for learning objective 3 and bring to next meeting.
Instructional Services Committee Meeting  
11/07/2013 
In attendance: CB, PB, DB, KS, TS, MM

i. Bring copies for everyone.

3. IS Plan  
   a. We continued to break down each item into the steps we’d have to go  
      through to accomplish that item.  
   b. What to include in new plan?  
      i. Reference staffing models  
         1. Based on statistics  
         2. Triage?  
         4. Draft, revise, and approve ideal plan which is based on best  
            practices.  
         5. Implement plan.  
      ii. Reference desk arrangement (may include new signage and  
          consultation space)  
         1. Research best practices.  
         2. Draft, revise, and approve ideal plan which is based on best  
            practices, including funding considerations.  
         3. Implement.  
      iii. Chat reference  
       1. Research available options, including how to integrate  
          everything you have open on your desktop (two monitors).  
       2. Decide whether or not to implement.  
       3. Draft procedures.  
       4. Implement.  
       5. Evaluate.  
      iv. Continue scaffolding  
       1. Decide next departmental pilot.  
       2. Get started on that pilot.  
      v. LibAnalytics for more detailed tracking of instruction sessions  
       1. Create, discuss, and revise survey.  
       2. If determined feasible, implement.  
      vi. Technology for ITV classes or those with no F2F component  
       1. Individual librarians get training on how to use ITV  
          equipment.  
       2. Individual librarians get training on how to use Wimba.  
       3. Discuss problems related to ITV classes and equipment.  
          a. Identify steps to solve problems or workaround them  
             in collaboration with distance ed advisors and other  
             personnel, as appropriate (may involve distance ed  
             observing problems from our end).  
          b. Implement steps.  
      vii. Flipped classes  
       1. Researching best practices for flipping classes.  
       2. Discussing best practices.
Instructional Services Committee Meeting  
11/07/2013  
In attendance: CB, PB, DB, KS, TS, MM  

3. If determined feasible, implement.  

viii. Revise the LibGuides Homepage  
1. IS Librarian prepares and presents example of proposed changes.  
2. Librarians discuss and decide on changes.  
3. IS Librarian implements.  

ix. Subject guide layout  
1. Discuss how to handle content that deviates from current subject guide layout.  
2. Develop guidelines as appropriate.  
3. Implement guidelines.  

x. Instruction Evaluation Forms (to include discussion of how to save paper on student evals)  
1. Discussion, to include research if appropriate.  
2. Draft changes.  
3. Bring changes to Dean for approval.  

xi. Instruction Room redesign  
1. Discuss ideas for new furniture, artwork, and technology.  
2. Develop a proposal including costs.  
3. IS Librarian presents proposal to Library Dean.  
4. If approved and funded, implement.  

xii. Make better use of available campus spaces and resources to accommodate a broader range of classes, for instance classes that are too large to fit in the Instruction Room or situations where the Instruction Room is already booked.  
1. Identify available campus spaces and contacts.  
2. Discuss scenarios in which these spaces could be utilized.  
3. Create procedures for  
   a. Using the space and  
   b. Communicating these possibilities to faculty.  

c. CB handed out a draft of the categorical organization for the new IS Plan.  
   i. Improve Physical Environment  
      1. Reference Desk arrangement  
      2. Instruction Room redesign  
      3. Making better use of available campus spaces and resources  
   ii. Improve electronic environment  
      1. LibGuides homepage  
      2. Subject guide layout  
   iii. Improve quality of reference & instruction services  
      1. Chat reference  
      2. Scaffolding  
      3. Technology for non-F2F classes  
      4. Flipped classes  
   iv. Improving staffing and tracking of reference & instruction services
Instructional Services Committee Meeting  
11/07/2013  
In attendance: CB, PB, DB, KS, TS, MM

1. Reference staffing models  
2. LibAnalytics  
3. Instruction Evaluation Form  
   v. Librarians are asked to review these categories before next meeting and bring suggested changes. We will also discuss semester of implementation and duration of these items at the next meeting.  
   d. It was requested that the IS Plan be moved into a separate document for easy reference. This will be done prior to the next meeting.

4. Reference & Instruction Topics  
   a. What do we do when patrons have the GSR reserved but leave for an extended period of time and leave their stuff in the room?  
      i. Upon students’ return, inform them that they must be using the room to keep it reserved.  
      ii. Place a note in the booking to report that you have informed the students of this rule.
Instructional Services Committee Meeting
11/21/2013 – 11/22/2013
In attendance: CB, PB, DB, KS, TS, MM

Next meeting: 01/16/14 10:00-11:30 am

Agenda:

1. Action Items
2. Revise Reference Evaluation Forms
3. Spring Reference Schedule
4. Learning Objective
5. IS Plan
6. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL)

Action Items:

All:
1. *Add reference topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. *Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 3 in the Assessment Plan. Bring copies for all committee members. (01/16)*
3. *Review suggested categories for IS Plan and think about semester of implementation and estimated duration of each item on the IS Plan. (01/16)*

Chelsea:
1. *Draft new Peer Reference Evaluation form. (12/20)*
3. *Revise Reference Assessment Plan to include stipulation for face-to-face meeting with newly hired librarians to discuss Peer Reference Evaluation form. (12/20)*
4. *Update pop-up descriptions for Reference Assessment Tools on Reference webpage. (01/16)*

Dana:
1. *Talk to Shelley about tiger artwork for old Map Room. (01/16)*
2. *Continue pursuing the shower board whiteboard project*

Patrick:
1. *Check on Libref1 and Libref8 for issues with double-sided printing. (12/20)*
2. *Let everyone know when headphone splitter is available for checkout. (1/16)*

Katie:
1. *Post GSR poster in sign holders in lounge and old map room. (12/05)*

Discussion:
1. Action Items
   a. Headphone splitter has been ordered.
   b. Old Map Room
      i. Need a new name for this room since it no longer houses maps.
      ii. It isn't really a room, so perhaps it should be referred to as an area or something.
      iii. Name suggestion of "Tiger Room."
         1. Possibly place tiger artwork on the wall.
         2. Could place the words "Go! Study! Read." on the wall to correspond with Go! Fight! Win! at the stadium.
         3. DB will talk to Shelley about acquiring tiger art.
   c. Whiteboard
      i. Building the whiteboard will cost somewhat more than expected, around $175-$200.
         1. Still less than the $300-$800 it would cost to purchase a similar pre-made whiteboard
         2. All are still in favor of pursuing the shower board whiteboard project.
            a. Several people have asked to use the board on the 3rd floor.
               i. 3rd floor board has been moved between the 3rd and 2nd floor several times.
         3. TS will check with AL to make sure that the additional cost is acceptable.

2. Reference Evaluation Forms and Process
   a. Peer Reference Evaluation Forms
      i. Librarians reviewed the ALA RUSA Guidelines for Behavioral Performance of Reference and Information Service Providers and decided to base the evaluation form on these guidelines. The guidelines will be included as an appendix to the form.
         1. The following criteria will be evaluated on the form. The numbers in parentheses refer to the RUSA guidelines. The evaluating librarian will have the option to mark "Meets Standards" or "Does Not Meet Standards" for each criterion. The evaluating librarian always has the option to include additional comments, but comments are required when marking "Does Not Meet Standards."
            a. Approachability (1.2, 1.4-1.6) (empowers patrons to initiate).
            b. Awareness (1.3, 1.7) (librarian initiates).
            c. Listening/Interest (2.1-2.5, 3.3, 3.9).
            d. Inquiring/Interest (2.1-2.5, 3.1, 3.2, 3.4-3.9, 4.1).
            e. Searching Knowledge (4.2, 4.6, 4.8, 4.9).
            f. Searching Explanation (4.3, 4.5, 4.6, 4.9).
g. Closing (5.1, 5.2, 5.4-5.9).

2. The following open-ended questions will also be included on the form.
   a. What is the librarians’ major strength?
   b. Are there areas where the librarian could improve?
      i. Even if a librarian meets all standards, there may still be areas in which s/he could improve.
   ii. During their first two full semesters, newly hired librarians should provide and be provided with a face-to-face meeting with their peers to discuss Peer Reference Evaluations forms.
      1. Needs to be added to Reference Assessment Plan.
   b. Patron Reference Survey Cards
      i. Add space for date and time.
      ii. New librarian’s name will be preprinted on the form.
      iii. Different color than standard form.
      iv. Revise to say return to the Reference or Circulation Desk.
   c. CB will revise the Peer Reference Evaluation Form, Patron Reference Survey Card, and Reference Assessment Plan accordingly.

3. Spring Reference Schedule
   a. Wednesday before Thanksgiving
      i. MM and CB had scheduled regular shifts for this day, but it had been on-call in previous years and should still be on-call.
      ii. CB, DB, and MM will be gone.
      iii. KS will be on-call.

4. Spring Reference Schedule
   a. MM and CB presented three options for reference scheduling in the spring since we will be short a librarian.
   b. Option 1 left 12-1 p.m. and 5-6 p.m. open.
      i. This option has been used in the past when we were short a librarian.
      ii. However, the data do not support it. 12-1 is actually pretty busy.
   c. Option 2
      i. Desk is open from 8-9 a.m.
      ii. Mica on reference from 9-10 a.m.
      iii. Rest of the day is broken into 4 hour shifts.
   d. Option 3
      i. Mica works reference from 8-9 a.m. Shifts are 4 hour blocks with 5-6 p.m. open.
   e. CB recommended Option 2 because it is best supported by the data, and ensures that there is always a librarian in the building who can be called for assistance.
      i. All librarians agreed on Option 2.
   f. Each night shift preference was chosen.
      i. Dana on Monday nights.
ii. Katie on Tuesday nights.
iii. Chelsea on Wednesday nights.
iv. Patrick on Thursday nights.
g. Friday afternoon
   i. On-call rotation.

5. Learning Objective
   a. Time did not permit. Will return to this topic in the spring semester.

6. IS Plan
   a. Time did not permit. Will return to this topic in the spring semester.

7. Reference & Instruction Topics
   a. Time did not permit. Will return to this topic in the spring semester or address individually.
Instructional Services Committee Meeting
01/16/2014
In attendance: CB, PB, DB, KS, MM

Next meeting: 01/30/14 10:00-11:30 am

Agenda:

1. Action Items
2. Freshman Seminar
3. Learning Objective 3
4. IS Plan
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 4 in the Assessment Plan. Bring copies for all committee members. (01/30)
3. Review suggested IS Plan schedule. (01/30)

Chelsea:

1. Acquire final approval from AL on Peer Reference Evaluation form, Patron Reference Survey Card, Reference Assessment Plan. (01/30)
2. Update pop-up descriptions for Reference Assessment Tools on Reference webpage. (01/30)
3. Get more copy cards from Jenny for Freshman Seminar. (01/28)
4. Add blurb to LibGuides standards affirming that librarians can add one tab of their choosing to any of their subject guides at their discretion, but that the addition of more than one tab or a complete overhaul should be brought to IS committee.

Dana:

1. Speak with Jan Long about slipcovers for the pink chairs in the Tiger Room. (01/30)
2. Continue working with RD on the shower board whiteboard project. (01/30)
3. Print more coffee cards and purchase candy for Freshman Seminar. (01/28)

Patrick:

1.

Katie:

1. Work with Lam to select images for the Tiger Room. (01/30)
2. Think about what her suggestion to review the LibGuides settings means to her, what she might want to accomplish by such a discussion, and where this should go in the IS Plan schedule. (01/30)
3. Draft newsletter article (and possibly an email) about EDS
4. Design new flash drive sign and double-sided printing signs.

Discussion:

1. Action Items
   a. Reference Evaluation Documents
      i. CB has not been able to get response from AL.
   b. Tiger Room
      i. Shelley didn’t have images readily available for the Tiger Room.
      ii. DB will contact Jan Long about slip covers for the pink chairs and couches.
      iii. KS will look into having Lam design artwork or select images from Special Collections materials and other sources for the Tiger Room.
      iv. PB suggested using old ECU logos.
   c. Double sided printing is available again.
      i. Possibly put a reminder on the rotating images or on a sign.
   d. KS will add EDS to the Newsletter and draft an email.

2. Freshman Seminar
   a. Still awaiting student schedules.
   b. Scheduling training sessions for next week.
   c. DB will make more coffee cards.
   d. DB will pick up candy from Sam’s Club.
   e. CB will obtain more copy cards from Jenny.

3. Learning Objective 3
   a. All librarians brought at least one draft of learning objective 3.
   b. Librarians discussed proposed language for learning objective 3 and came to an agreement:
      i. “Explain and apply established criteria in order to evaluate information sources critically.”
   c. IS Plan
      i. Librarians reviewed previously handed-out categorization of IS Plan items
         1. All were in agreement on categories.
         2. Librarians decided to remove “subject guide layout” from IS Plan.
         3. This item was about what to do when a librarian wants to add tabs to their subject guides.
            a. It was decided that a librarian should feel free to add one extra tab at their discretion.
b. When adding more than one tab or contemplating a complete overhaul of the layout, this should be brought to the IS committee.

c. CB will revise LibGuides Standards accordingly.

4. Librarians decided to add “Ongoing maintenance of tutorials,” including migrating the tutorials to Captivate 7, to the “Improve electronic environment” section.

5. KS proposed adding “Review of LibGuides Settings” to “Improve electronic environment.”
   a. She will think more about what she means by this and discuss at next meeting.

ii. Librarians reviewed the following schedule. Librarians should continue to review before next meeting.

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Summer 2014</th>
<th>Fall 2014</th>
<th>Spring 2015</th>
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<tbody>
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<td></td>
<td>• Research ref staffing</td>
<td>• Discuss and make a plan</td>
<td>• Implement a plan for ref</td>
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<td>• Revise LibGuides homepage</td>
<td>for ref staffing</td>
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<td></td>
<td>• Select and make contact</td>
<td>• Discuss &amp; revise Inst.</td>
<td>• Implement revised Inst.</td>
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### Instructional Services Committee Meeting

11/07/2013

In attendance: CB, PB, DB, KS, MM

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<th>Year 2</th>
<th>Summer 2015</th>
<th>Fall 2015</th>
<th>Spring 2016</th>
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<td>Implement LibAnalytics if</td>
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<td>Start new IS Plan</td>
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<td>Select and make contact with next scaffolding department</td>
<td>Work on scaffolding</td>
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### 4. Reference and Instruction Topics

a. CB asked if there were any questions about the syllabi analyses and reminded everyone to contact her or Mica if they wanted to see individual syllabi.

b. Remember to include Mica, Jolene and Sam on all emails regarding reference issues.
Next meeting: 02/27/14 10:00-11:30 am

Agenda:

1. Action Items
2. EDS Discussion
3. Debrief from Freshman Seminar
4. Learning Objective 4
5. IS Plan
6. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Draft at least one learning objective written in the Gilchrist model and based on Student Learning Outcome 4 in the Assessment Plan. Bring copies for all committee members. (02/27)
3. Follow-up with liaison departments about EDS. (02/27)
4. Consider guest access for EDS. (2/27)

Chelsea:

2. Update pop-up descriptions for Reference Assessment Tools on Reference webpage. (02/27)
3. Add blurb to LibGuides standards affirming that librarians can add one tab of their choosing to any of their subject guides at their discretion, but that the addition of more than one tab or a complete overhaul should be brought to IS committee. (02/27)
4. Draft IS Plan. (02/27)
5. Revise Freshman Seminar training and materials per debrief on 1/30. (August)

Dana:

1. Meet with RD on the 7th for shower board project. (02/7)
2. Get CD of tiger images from Shelly and give to KS. (02/13)
3. Pick up sample fabric for chairs in Tiger Room. (02/27)
4. Make discussed changes to EDS. (02/27)

Patrick:

1. 

Katie:

1. Send out email to campus regarding new EDS feature. (02/13)
2. Propose a collection of tiger images for the Tiger Room, including sizing of each image and layout on the wall. (02/27)
3. Take tape off the sign hanger in the UC. (02/27)
4. Send all librarians design for new flash drive signs and double-sided printing signs. (2/27)

Discussion:

1. Action Items
   a. Tiger Room
      i. Jan Long suggested just pinning fabric over the chairs, rather than making slip covers.
         1. DB will pick up fabric samples for the seat covers.
      ii. KS will select photos from ECU and nature photos for artwork and propose a collection at next meeting.
         1. She will create a sketch of the room with artwork locations labeled on walls.

2. EDS Discussion
   a. Type of Searching
      i. Turn off default searching within full text.
      ii. Switch to Boolean searching.
   b. Results List Display
      i. Shorten the abstract.
   c. Limiters
      i. Replace Full Text + Catpac” with “Peer Reviewed.”
      ii. Change “Limit to” to “Limit your search to,”  have since found out this wasn’t possible.
   d. Source Types
      i. Change to “Limit by Type” or “Limit by Publication Type” depending on space considerations.
      ii. Add “Limit by” in front of all limiters.
   e. “Location” needs to be changed to “Library Location.”
   f. “Publication Name” should be changed to “Publication Title.”
   g. EDS Header
      i. Add a link to “Library Research Guides.”
      ii. Remove “Images” link.
      iii. Remove “Library” link since you can get to homepage by clicking on library logo.
   h. EDS Footer
      i. Remove link to apps.
   i. Integrated Search
      i. Remove description and rename databases to save space.
   j. Provide guest login. Everyone needs to look at examples on EDS wiki and think about this.
k. Disciplines
   i. We are in favor of using disciplines instead of subject profiles if databases can be mapped to disciplines and we can combine and delete disciplines according to our local context.
   ii. Dana will continue to monitor the situation.

l. Marketing Email to Campus
   i. Send email to faculty, staff, and students.
   ii. Change greeting to “Dear Campus Community.”
   iii. Add in an intro sentence.
   iv. Take out the portion about Blackboard since we are sending to students as well.
      1. KS will research if an EDS search box can be embedded into Blackboard.
   v. Take out last two sentences.
   vi. Change last sentence to “Please feel free to contact your liaison librarian.”
   vii. KS will send the email. Liaison librarians should follow-up with their faculty to provide Blackboard info.

3. Freshman Seminar Debriefing
   a. Next training
      i. In the fall, team-up the experienced student workers with newer student workers so that the experienced workers don’t feel like they are wasting their time.
      ii. Change training booklet’s binding to comb binding or larger spiral binding.
      iii. Clarify timing on librarians’ script.
         1. Introduction 10-15 minutes.
         2. Investigation 10-15 minutes.
         3. Reporting 20 minutes.
         4. Closing 5 minutes.

4. IS Plan
   a. All librarians agreed to the schedule.
   b. Place “ongoing maintenance of Captivate tutorials” on each semester of schedule.
   c. LibGuides
      i. Katie has shown the website to many former classmates and they thought our LibGuides were ugly. Some professors have had the same feeling.
      ii. We will look into other sites to see how they have implemented their school colors into the design and wait for LibGuides 2 to come out before updating the design.
      iii. We are not putting this in the plan at this time because we don’t know when we will get LibGuides 2.
5. Learning Objective 4
   a. Tabled until next meeting.

6. Budget
   a. We have a lot of equipment money in the budget.
   b. Too short of a time frame to think about redesign of Reference Desk and Instruction Room.
   c. Possibly new chairs and couches for whole library.
      i. Black stools in mesh fabric.
      ii. It was later discovered that this money can only be used for technology, not furniture.
   d. Technology lending
      i. Tablets
      ii. Computers

7. Reference and Instruction Topics
   a. None
Instructional Services Committee Meeting
02/27/2014
In attendance: CB, PB, DB, KS, MM

Next meeting: 03/13/14 10:00-11:30 am

Agenda:
1. Action Items
2. Reference Evaluation Materials
3. Learning Objective 4
4. LibGuides Standards Revision
5. IS Plan
6. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL)

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*
2. Review IS Plan and LibGuides Standards and bring comments to meeting. (03/13)

Chelsea:
1. Email revised LibGuides Standards to librarians. (02/27)
2. Email draft of IS Plan to librarians. (02/27)
3. Talk to AL about adding discussion of staff reference evaluation to Librarians’ Meeting agenda. (03/13)
4. Put learning objectives on Instruction webpage. (04/10)
5. Revise Reference Assessment Plan based on IS and Librarians’ Meeting discussions. (04/10)
6. Ask AL to talk to Teresa if we can revise Assessment Plan with newly-worded objectives. (4/10)
7. Post new documents and update pop-up descriptions for Reference Assessment Tools on Reference webpage. (04/24)
8. Revise Freshman Seminar training and materials per debrief on 1/30/13. (08/13)

Dana:
1. Continue following up with RD about progress on whiteboard construction.
2. Get CD of tiger images from Shelly and give to KS. (03/13)
3. Pick up sample fabric for chairs in Tiger Room. (03/13)

Patrick:
1. Look into new rollers and a maintenance kit for the printer at the Reference Desk. (03/13)

Katie:
1. **Propose a collection of tiger images for the Tiger Room, including sizing of each image and layout on the wall. (03/13)**

2. **Have discussion with Robert Hayes which makes it clear that no one but library personnel should touch our sign hanger in the UC. (03/13)**

3. **Draft signs for double-sided printing. (03/13)**

4. Draft a handout for adding EDS search box to Blackboard shells. (03/27)

5. Draft cell phone signs indicating where calls can be taken. (03/27)

6. Put up new flash drive signs. (Before summer semester)

**Discussion:**

a. **Action Items.**
   
   a. **Shower Board Project**
      
      i. Materials cost $221.
         
      1. Minimal savings, possibly just purchase a new board in the future due to cost plus labor.

   b. **EDS**
      
      i. DB made all changes to the EDS.
      
      ii. Librarians decided not to offer guest access to EDS as it would likely cause confusion for our students.
      
      iii. KS will create a step-by-step document for faculty wanting to add an EDS search box to Blackboard.

   c. **Reference Printer**
      
      i. Appears to be a roller issue. Paper is not loading correctly.
      
      ii. PB will look into a roller maintenance kit.
         
      1. Possibly purchase the renewing roller spray.

   d. **Tiger Room**
      
      i. KS is still working on finding tiger images.
      
      ii. DB has not had a chance to pick up fabric samples.

   e. **Flash Drive Signs**
      
      i. KS emailed designs before meeting.
      
      ii. All librarians agreed to use all of the sign designs, except the red and purple, and rotate between the square and circle designs and colors each semester.
      
      iii. KS will get the first sign printed, laminated, and posted before summer semester.

b. **Reference Evaluation Materials**
   
   a. AL liked both the Peer Form and Patron Survey Card, but has some suggested changes to the Assessment Plan itself.
      
      i. “Criteria for quality reference services include the following”—She noted that the criteria listed here do not map exactly to the criteria in the appendix and would like to have them mapped more explicitly.
ii. AL would like to be able to ask “any” librarian to continue to hand out Patron Survey Cards, not just “newly-hired” librarians.

iii. AL would like to have some sort of mechanism for evaluating the service staff provides.
   1. Would not apply to staff’s evaluation.
      a. Should possibly apply to Mica’s evaluation, considering it is part of her job description.
         i. Possibly be added into the box at the end of the evaluation form.
   2. CB has been emailing pop-quiz questions to staff for continued reference training.
   3. Librarians will take this topic to the Librarians’ Meeting, but in general are against using the Patron Survey Card to evaluate reference services provided by staff.
      a. Staff may be working more hours now, but will only work a couple of hours a week once Joni is on the schedule. If they handed out a number of cards that is a proportionate ratio of the number handed out by librarians, they’d probably only hand out one each semester. Does this really tell us anything?
      b. We only hand cards out after good interactions anyways.
      c. Dissatisfied patrons are more likely to seek out a way to report their problems, so they’ll fill out a service card anyways.

c. Learning Objective 4
   a. All librarians brought a copy of their learning objective 4.
   b. Librarians discussed proposed language for learning objective 4 and came to an agreement:
      i. “Apply East Central University’s Policy on Academic Integrity, particularly when citing and writing, in order to ethically use information.”
         1. This objective will link to the Policy from where it is posted on the Instruction webpage.
   c. Adrianna liked all of the objectives thus far. She said we could talk to Teresa about revising the Assessment Plan with the new language once we had finished them all.

d. LibGuides Standards Revision
   a. CB made the revisions and will email to all librarians shortly after the meeting.

e. IS Plan
Instructional Services Committee Meeting
11/07/2013
In attendance: CB, PB, DB, KS, MM

a. CB has drafted the IS Plan and will email to all librarians shortly after the meeting.

f. Reference & Instruction Topics
   a. Cellphones
      i. At least once during every shift we have to ask someone to take a phone call outside.
      ii. We would like to create signs that direct people to step into the GSR or outside the library to speak on their cellphone.
         1. Don’t want to say “no cell phones” because it is too negative and people can still have phones and text on them.
         2. Signs could be placed in the same area as the Computer Use Policy signs.
   b. How do you handle a patron asking several questions in a short period of time?
      i. Mark them down as separate questions each time, unless you are sitting down with them for a lengthy amount of time. In that case, mark it as a level 4 question.
   c. What do you do if you only have a reasonable belief that someone is in possession of tobacco?
      i. If you see them spit brown liquid into a cup, you can approach them, but otherwise we have no grounds for confrontation. A bulging lip could have other meanings.
   d. Athletic Study Hall
      i. Ask Joel for backup if students are loud and out of control, but it is still primarily our responsibility to ensure a quite study area in the library.
      ii. Treat them as any other patron. If they are disturbing the library, we need to address it. We cannot discriminate against them or treat them differently because they are athletes.
         1. Ask them to go downstairs if needed due to noise. Use your judgment to determine if they’re too loud.
         2. If they are not using the computers for research, ask them to leave the machine if someone else needs to do homework.
         3. If they aren’t using the computers, they should be asked to meet downstairs on the couches instead of congregating on the 3rd floor.
            a. They can sit downstairs by the copiers, unless they are being too loud for that area.
         4. We have the right to ask them to leave the building if necessary.
      iii. If you have particular issues that need to be taken to Justin, let Dana know.
Next meeting: 03/27/14 10:30-12:00

Agenda:

1. Action Items
2. Joni’s IS training
3. OLA Reference Schedule
4. LibGuides Standards revision
5. IS Plan
6. Tiger Room (Katie)
7. Signs (Katie)
8. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesdays at 5pm*

Chelsea:
1. Talk to AL about proposed OLA reference schedule. (3/30)
2. Talk to AL about asking Teresa if we can revise Assessment Plan with newly-worded objectives. (04/10)
3. Put learning objectives on Instruction webpage. (04/10)
4. Make final revisions to IS Plan and take to AL for final approval. (04/10)
5. Post revised LibGuides Standards. (04/10)
6. Revise and post new reference evaluation documents and update pop-up descriptions for Reference Assessment Tools on Reference webpage. (04/24)
7. Revise Freshman Seminar training and materials per debrief on 1/30/13. (8/13)

Dana:
1. Continue following up with RD about progress on whiteboard construction.
2. Slipcovers for Tiger Room made out of black textured fabric (end of summer)

Patrick:
1. Look into new rollers and a maintenance kit for the printer at the Reference Desk. (04/10)

Katie:
1. Have discussion with Robert Hayes which makes it clear that no one but library personnel should touch our sign hanger in the UC. (04/10)
2. Revise noise signs according to meeting discussion. (04/10)
3. Revise EDS handout according to meeting discussion. (04/10)
4. Revise double-sided printing and cell phone signs according to meeting discussion. (04/10)
5. Inform JP and WM that when the counter gets too full the librarians are announcing that printouts will be recycled in 5 minutes. (04/10)
6. Take Tigers Through Time timeline idea to Susan Ingram (04/24)

Discussion:

1) Action Items.
   a) Adding EDS into Blackboard Handouts
      i) Red highlights need to be made more visible.
      ii) Where should it be saved?
         (1) Handouts subfolder in Liaison Work folder.
      iii) Modify document to follow documentation standard.
   b) Reference Printer
      i) PB is still looking into the issue.
   c) Will talk about staff reference evaluations at next Librarians’ Meeting.

2) Joni’s IS training
   a) Remember to invite Joni to your instruction sessions.
   b) Joni should shadow each librarian and each librarian should observe Joni. Schedule at least an hour for each. Might need to end up scheduling more time to get sufficient observation.
   c) JS will schedule the shadowing meetings to avoid conflicts.
   d) Each librarian should go over subject-specific resources with Joni as well. This can be done at desk or off desk.
   e) Today CB covered common level 1 questions and some technology. She will be sitting out at the desk with CB tomorrow and cover the tally sheets.

3) OLA reference schedule
   a) Schedule involves leaving the desk open from 8 a.m.-9 a.m. and 8 p.m.-10 p.m. when there aren’t as many questions.
   b) All librarians agree to the schedule.
      i) CB will schedule a meeting to discuss the schedule with AL.
      ii) Once it is approved MM will place it on the calendar.

4) LibGuides Standards revision
   a) All librarians agree to the new standards.
      i) CB will repost the new LibGuides Standards.

5) IS Plan
   a) Page 1
      i) Goal I, Strategy 1, Action step 1, “Reference Desk” should not be capitalized.
   b) Page 2
Instructional Services Committee Meeting
3/13/2013
In attendance: CB, PB, DB, KS, MM, JS

i) Goal II, Strategy 1, Delete “guide from “guide subjects.”

c) Page 3
   i) Goal II Performance indicators
      (1) Don’t use the word “our.” Change to “Linscheid Library’s tutorials.”
   ii) Goal, III, Strategy 1, Action Step 1
       (i) “Who” should be “All librarians.”
   iii) CB will take revised copy to AL for finally approval.

6) Tiger Room (Katie)
   a) Fabric for couches
      i) All librarians agree to go with the textured black with textured orange fabrics as accent.
      ii) DB will work on a plan of action to have slipcovers made by the end of summer.
   b) Designs for walls
      i) Black stripe around the room mid-wall, above chairs and couches.
         (1) Timeline of ECU logos along the black stripe.
         (a) Best location would be along the back wall.
         (b) KS will take this “Tigers Through Time” idea to Susan Ingram. (end of April)
      (2) Place the other tiger artwork on the other walls.

7) Signs (Katie)
   a) Flash drive signs
      i) All librarians agreed to the designs.
      ii) All have been printed and one of the designs will be posted soon.
   b) Double-sided printing and Cell Phones sign
      i) Would appear on the same page and be placed in some of the sign holders currently used to display the Computer Use Policy.
      ii) Possibly change the printer image to a double-sided page. Might want to add “Ask a librarian for help.”
      iii) KS will bring a more polished version of the sign to the next meeting.
   c) Study Zone signs
      i) Would alternate them each semester if everyone likes both designs.
      ii) Overall, the librarians like the signs, but want to see some changes.
         (1) Green and red text should not be used on the same stoplight sign as they send mixed messages.
         (2) Take out the gradient background and maybe the “wings.”
         (3) Try white text outline throughout the stoplight signs.
         (4) Add explanation to the signs.
         (5) Hard to read “study zone” on the green circle sign.
         (6) Make circles and words on them pop a bit more.

8) Reference & Instruction Topics
   a) Library staff should schedule the GSR when they plan to use it.
      i) There is a category for “Library” in the dropdown.
b) Is there a better way to have patrons pick up printouts from the Circulation Desk instead of having to make an announcement every 20 minutes?
   i) When table is full, announce that the Circulation Desk will be recycling in 5 minutes and follow through with the recycle.
      (1) KS will let JP and WM know about this.

c) Students receiving hidden window in Blackboard
   i) Be sure to point out IE has a hidden window that prevents opening of the document. Just minimize the browser window.

d) Study hall update
   i) Jenny Bolin has been hired as study hall proctor.
      (1) She is a grad student who works for the compliance office and is in charge of all students except male basketball study group.
         (i) She is here 7-10 p.m. Mon-Thurs.
         (b) DB asked her to introduce herself to all the librarians.
   ii) DB informed Jenny that the Quaid Lounge is not to be reserved for or monopolized by any one group because it is for ALL students.
   iii) Football players were asked to leave the library after breaking the chair.
   iv) DB updated Joel on the recent issues.
   v) Athletics will be replacing the chair.

e) Cell Phones
   i) If you cannot determine where the beeps from text messages are coming from and it goes off more than once make an announcement to everyone about turning it on silent.

f) Fire alarm was recently pulled during an evening shift
   i) Campus Police is 555. Dial 9 then 911 for imminent danger.
   ii) Staff and faculty on duty should evacuate the building in these situations, including the 2nd and 4th floors.
   iii) KS will be adding fire extinguishers to library maps.
   iv) Be sure to notify AL of any contact with police.
   v) We suspect football players of pulling fire alarm.
Instructional Services Committee Meeting
04/10/2014
In attendance: CB, PB, DB, KS, JS

Next meeting: 04/24/14 10:30-12:00

Agenda:

1. Action Items
2. Dead Week and Finals Week reference
3. Signs (Katie)
4. What’s next
   a. Scaffolding
   b. Reference staffing
   c. Assignment workshops
5. Reference and Instruction topics

Topics for future meetings:

   • Work on improving library classes with distance education sites (with AL)

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5pm.*
2. Post 5 article citations to collaborative document on K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (5/15)
3. Post report on most useful articles to K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (6/26)
4. Read reports from other librarians re: reference staffing and be prepared to discuss. (7/10)

Chelsea:

1. Post new IS plan to Web site. (04/24)
2. Talk to AL about how to report on learning objectives from IMLS workshop. (4/24)
3. Post revised LibGuides Standards. (04/10)
4. Post new reference evaluation documents and Reference Assessment Tools on Reference webpage. (04/24)
5. Post Dead week/Finals Week/May intersession 2014 schedule to Ref calendar. (4/24)
6. Draft IS report for AL. (06/06)
7. Revise Freshman Seminar training and materials per debrief on 1/30/13. (8/13)
Instructional Services Committee Meeting  
4/10/2014  
In attendance: CB, PB, DB, KS, JS

Dana:
1. Post revised minute taking standards to K: drive and Web page. (4/24)
2. Change deadlines for Peer Reference Evaluations on LLStaff calendar (4/24).
3. Continue following up with RD about progress on whiteboard construction.
4. Slipcovers for Tiger Room made out of black textured fabric (end of summer)

Patrick:
1. Install maintenance kit for printer at the Reference Desk. (04/24)

Katie:
1. Have discussion with Robert Hayes which makes it clear that no one but library personnel should touch our sign hanger in the UC. (04/10)
2. Revise noise signs to include wording/suggested spacing. (04/24)
3. Revise double-sided printing and cell phone signs according to meeting discussion. (04/10)
4. Take Tigers Through Time timeline idea to Susan Ingram (05/15)

Joni:
1) Invite all librarians to observe her at Reference Desk. (end of summer)
2) Observe Patrick and Dana during instruction. (early fall)

Discussion:

1) Action Items
   a) AL decided CB did not need to talk to Teresa about revising Assessment Plan with newly worded objectives.
   b) CB put learning objectives on Instruction webpage.
   c) AL had asked CB if “enhance knowledge of flipped classes” (Strategy 4) should be changed to “enhance knowledge of current trends in higher education” – all librarians agreed to keep as is.
   d) CB proposed change to LibGuides Standards under 3a (Other Pages Organization – Subject Guides) which clarifies that librarians can add citation styles tab and one additional tab to subject guides, but any changes beyond this should be brought to the IS Committee. All agreed to proposed change.
   e) Revised EDS handout location is K:\LIBRARY\Liaison Work\Handouts\Blackboard EDS Tutorial.docx
   f) CB made AL’s requested changes to the Reference Assessment Plan. This plan is now in effect so we should use new Peer Evaluation Form this semester.
      i) CB will post new materials and DB will change LLStaff calendar to reflect new deadlines.
2) Dead Week and Finals Week Reference  
   a) JS is at IUG May 6-9.  
   b) CB presented proposed schedule for Dead Week, Finals Week, and May Intersession.  
   c) All librarians tentatively agreed to schedule.  

3) Signs (Katie)  
   a) All librarians liked wording on noise signs. KS will further revise noise signs to include wording and suggested spacing.  
   b) KS will continue to revise double-sided printing/cell phone signs.  

4) What’s next  
   a) Scaffolding  
      i) CB is leaning toward beginning with Communication Department.  
      ii) Other librarians agreed Communication Department would be a good place to start.  
      iii) KS and CB will work on this.  
   
   b) Reference staffing  
      i) We are to research and begin discussing alternative reference staffing models this summer.  
      ii) Each librarian will find 5 articles and report on 2 (or more) articles which proved to be most useful and/or interesting.  
      iii) Citations and reports will be posted to K:\LIBRARY\Committee Work\Instructional Services Committee.  
      iv) Begin discussion mid-July.  
      v) CB noted the reason for the literature review/discussion is AL thinks librarians would be more productive if they didn’t spend quite as much time at the Reference Desk.  
   
   c) Assignment workshops – Committee will discuss this more once minutes from the teaching workshop are available, hopefully at next meeting.  

5) Reference and instruction topics  
   a) JS has observed each librarian at Reference and has observed Chelsea and Katie during instruction.  
   b) CB still has much to cover with JS.  
   c) JS will invite each librarian to observe her at Reference and will observe Dana and Patrick in IS in the fall.  
   d) JS will be required to collect Reference Survey cards in the fall.
Next meeting: 06/05/14 10:30-12:00 (GSR)  Topics for future meetings:

Agenda for 5/22/14:

1. Action Items
2. LibGuides Maintenance
3. Reference and Instruction topics

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Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5pm.*
2. Post report on most useful articles to K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (6/19)
3. Read reports from other librarians re: reference staffing and be prepared to discuss. (7/03)

Chelsea:

1. Post IMLS report to the website. (6/05)
2. Draft IS report for AL. (06/06)
3. Revise Freshman Seminar training and materials per debrief on 1/30/13. (8/13)

Dana:

1. Slipcovers for Tiger Room made out of black textured fabric (end of summer)

Patrick:

1.

Katie:

1. Have discussion with Robert Hayes which makes it clear that no one but library personnel should touch our sign hanger in the UC. (04/10)
2. Revise noise signs to include wording/suggested spacing. (04/24)
3. Revise double-sided printing and cell phone signs according to meeting discussion. (04/10)
4. Post 5 article citations to collaborative document on K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (5/15)
4. Take Tigers Through Time timeline idea to Susan Ingram (05/15)
Joni:
1) Observe Patrick and Dana during instruction. (early fall)

Discussion:

1) Action Items
   a) Katie still needs to post 5 articles to the Reference Staffing document. Our article reports are due by June 19th. We will discuss the reports on July 3rd.
   b) Revised standards for LibGuides and minute-taking have been posted.
   c) Revised reference evaluation documents have been posted.
   d) Chelsea talked to Adrianna about the IMLS report. Chelsea will post the report by June 5th.
   e) Patrick has switched out the maintenance kit on the reference desk printer. Let him know if you have problems printing.
   f) The whiteboard has arrived.
   g) Joni’s required reference observation has been done.

Signs:

Discussion of Katie’s proposed signs was postponed until she can be present.

Libguide Maintenance:

   a) We are all to check our guides (errors and outdated material) in June.
   b) Chelsea will be doing fact-checking in July. Circulation students have been checking for bad links.
   c) We all need to delete guides that are no longer needed (i.e., test guides).
   d) We will not migrate to LG2 immediately. Chelsea handed out a migration checklist to review. Those interested can go to calendar.springshare.com to sign up for training (a week in advance) to get a preview.
   e) Chelsea will have to re-do much of our customization when we do make the move.
Reference Topic:

Students using the Instruction Room:
  a) Students are not authorized to request personal use of the Instruction Room.

  b) Faculty and staff can request use of the Instruction Room within schedule availability. The faculty or staff member must be present with their students while the room is being used.

  c) Recurring instances should go through the Instructional Services Department for approval.

  d) Study Hall requests should be referred to Dana.

  e) Dana requested that Athletic Study Halls have a proctor on hand at all times. Students should also use the 2nd floor study area unless they need a computer for research/homework purposes, not social media or games.

Upward Bound:

Upward Bound will be using the Instruction Room from June 3rd – July 11th. We will have the Instructional Services meetings in the Group Study Room during that time.
Instructional Services Committee Meeting  
06/05/2014  
In attendance: CB, PB, JS, KS

Next meeting: 06/19/14 10:30-12:00 (GSR)  
Topics for future meetings:

- Work on improving library classes with distance education sites (with AL)

Agenda for 6/05/14:
1. Action Items  
2. Signs – Katie

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5pm.*

2. Look over subject LibGuides as outlined in the Maintenance section of the LibGuides Standards (7/03)

3. Post report on most useful articles to K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (7/03)

4. Read reports from other librarians re: reference staffing and be prepared to discuss. (7/17)

Chelsea:

1. Revise Freshman Seminar training and materials per debrief on 1/30/13. (8/13)

Dana:

1. Slipcovers for Tiger Room made out of black textured fabric (end of summer)

Patrick:

1.

Katie:

1. *Post 5 article citations to collaborative document on K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (5/15)*

2. Post new zone signs (7/17)

Joni:
1) Observe Patrick and Dana during instruction. (early fall)

Discussion:

1) Action Items

   a) IMLS report has been posted to the website

      i) Librarians all approve of report, but would like to add text of new outcomes to it

   b) Robert Hayes has been talked to about the UC signs & signholders and is/has been on-board—apparently damage to previous signs was by library personnel

   c) Noise signs are on the agenda

   d) Double-sided printing & cell phone signs are on the agenda

   e) Katie has set up meeting with Susan Ingram to talk about Tigers through Time

      i) Images sent to Susan were passed around the meeting for review/approval

Signs:

1) Reference signs

   a) Since these were unable to be viewed & discussed at the meeting:

      i) Send comments/fixes reviews to Katie by 6/12

      ii) Revised signs will be brought to the 6/19 meeting

2) Noise/Zone signs

   a) Finalized noise signs were passed around

      i) Signs had errors where text was cut off; this can be easily fixed between Public Services & Media Services

   b) Committee approves of signs

   c) Signs will be posted by 7/17

Upward Bound Tours:
Instructional Services Committee Minutes 2014-06-05.docx

Instructional Services Committee Meeting  
6/5/2014  
In attendance: CB, PB, DB, JS

a) Instruction sessions with Upward Bound set for June 11

b) Chelsea, Katie, and Patrick will be leading the tours

c) Do we want to use tour activities, originally designed for Willard students, for these tours?

   i) Most like the activities

   ii) Would it be too much work to incorporate these into the tour?

   iii) Chelsea still has the materials from Willard ready

   iv) Worksheet from Willard is a little juvenile for UB students

   v) Committee decided to use slips of paper activity with the UB tours
Next meeting: 07/17/14 10:30-12:00

Agenda for 6/19/14:
1. Action Items
2. Double-Sided Printing & Cell Phone Signs
3. LibGuides Homepage
4. Minute-taking
5. Reference & instruction topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL)

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5pm.*

2. Look over subject LibGuides as outlined in the Maintenance section of the LibGuides Standards (7/03)

3. Post report on most useful articles to K:\LIBRARY\Committee Work\Instructional Services Committee in preparation for reference staffing discussion. (7/03)

4. Read reports from other librarians re: reference staffing and be prepared to discuss. (7/17)

Chelsea:
1. Revise Freshman Seminar training and materials per debrief on 1/30/13. (8/13)

2. Change subject associations for Communication and Performance Studies and Mass Communication to ‘Communication’ (7/17)

Dana:
1. Slipcovers for Tiger Room made out of black textured fabric (end of summer)

Patrick:
1. Minute taker for 7/17 meeting

Katie:
1. **Follow-up with Susan Ingram on Tigers in Time pictures (5/15)**

2. Post new zone signs (7/17)
Instructional Services Committee Meeting
06/19/2014
In attendance: CB, PB, JS, KS, DB

3. Create rotating cellphone/double-sided printing signs.

Joni:

1) Observe Patrick and Dana during instruction. (early fall)

Discussion:

1) Action Items
   a) Reports on reference staffing articles are for the five each librarian choose. If you don’t feel the article was good enough to report, do not report on it. Simply add a paragraph or two to the articles worthy of reporting.
   b) Susan Ingram is excited about the Tigers in Time project. Katie will follow-up with her.

Double-Sided Printing & Cell Phone Signs:

1) Reference signs
   a) Kaylee’s images were liked more. Katie introduced a new sign with a slash look. It was decided that:
      i) Both images need to be pictures and not clipart
      ii) ‘use’ was changed to ‘talk’ on the cellphone sign
      iii) Katie will post the updated sign for approval as soon as this meeting is over
      iv) Katie will work on rotating images later

LibGuides Homepage:

1) Chelsea changed the homepage to have the subject’s box in the center and popular hits on the left-hand side.
   a) The length of Communication and Performance Studies caused wrapping
      i. It was suggested to change the ‘subject’ to just Communication and have both Communication & Performance Studies and Mass Communications both associate with Communication. Chelsea will make this change.

Minute-Taking:

With Mica’s resignation, we need a new minute-taker. It was decided to continue rotating the job amongst Katie, Dana, and Patrick until a new assistant is hired. Dana will take minutes for 6/19, Patrick for 7/17.

Reference & Instruction topics:
1) There is a community patron with a handicapped daughter with occasional loud outbursts. Should something be said to the mother when this happens?
   - These are isolated outbursts that the mother is quick to react to
   - No patrons have actually complained, to-date
   - Katie and Dana both suggested working with any future complainers to help them get headphones or move to a quieter place
   - Patrick suggested letting the mother know if there is an actual complaint, but not to show anger towards the child

   The consensus was to leave the situation as is until complaints are lodged. The mother is on top of the situation, and it would be a shame to isolate her and her child at this point.

2) Printing problems – Patrick has not heard anything from IT about the latest printing problems.