Instructional Services Committee Meeting
07/02/2015
In attendance: CB, PB, DB, KS, NM

Next meeting: 07/09/15

Agenda for 07/02/15:
1. Action Items
2. Reference Desk Schedule
3. Reference Staffing
4. LibChat
5. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Consider ways the Instruction Department can facilitate professor and course retention in the instruction program. (7/30/2015)

Chelsea:
1. Have NM put the 8/4 Instructional Services meeting on the calendar. (7/9/2015)
2. Send out LibGuides Standards with new revisions. (7/2/2015)
3. Follow up with Roy Degler about tracking guide usage details. (7/30/2015)

Dana:
1. Review LibChat webinar (7/2/2015)

Patrick:
2. Review LibChat webinar (7/2/2015)

Katie:
1. Look into having Public Services send librarians updates on faculty resignations. (6/23/2015)
2. Create new version of header that will only resize for extra small displays. (7/9/2015)

Nick:
1. Schedule subject-specific training with each librarian. (7/9/2015)

Discussion:

1. Action Items
   a. Everyone reviewed the Reference Desk Data.
b. Most of the librarians will be at iCon on Thursday, 8/6 so the Instructional Services Committee meeting for that day was rescheduled for 8/4.
c. CB created a new LibGuides group so KS can work on another test header.
d. Sam cut off the bottoms of the posters to remove the incorrect URL. The posters look good and have been hung back up.
e. Questions about how to reserve the GSR and how to interpret assignments were added to the Reference Levels Breakdown. CB fixed the link to this document.
f. KS needs to talk with Jen and Wendy about sending updates on faculty and staff hires and resignations.
   i. KS can speak with employment services about getting regular staffing updates.
   ii. The library should focus more outreach efforts toward staff.
g. KS reminded Circulation students to refer printing problems when possible and to otherwise be sure to log the printing errors they help with.
h. KS will have a new header to test next week.
i. All LibGuides maintenance should be done. NM will start checking over them.
j. CB sent out the LibGuides Standards and received feedback from DB.
   i. CB will send out another version with DB’s revisions.

2. Reference Desk Schedule
   a. The proposed schedule for August intersession looks good.
      i. ND will be on-call for the first time the week before iCon so there will be other librarians available if he has questions.
   b. ND still needs to do subject-specific reference training, observe each librarian at reference, and be observed at reference.
      i. CB would prefer if the subject-specific training meetings were not conducted at the Reference Desk. However, if there is no other time available, holding these meetings at the desk is acceptable.
   c. Since there are now enough librarians to fully staff the Reference Desk, all agree to return to the split shift schedule from fall 2013.
      i. NM will bring a draft of this schedule to the next meeting.
      ii. Send fall reference preferences to NM as soon as possible.

3. Reference Staffing
   a. Observations were offered based on the Reference Desk Data document.
      i. There are fewer questions at night and on Fridays.
         1. Fridays may be slower in general because the library closes at 5:00.
         2. The same could be true for evening hours.
         3. The data seem to correspond with anecdotal evidence.
      ii. December, summers and extended hours are slow.
      iii. Level one questions peak in August when new students are arriving on campus.
iv. Level two and three questions peak in November and April when students are studying for finals.

v. Sundays are slow but steady throughout the day. Fridays get slower throughout the day.

vi. AY1112 was the only fully staffed year. Friday was staffed all day during this year.

vii. KS thinks averages and a chart showing queries by hour and semester may be helpful in interpreting the data.

viii. Most level one questions are Other.

ix. Most level two questions are Tech.

x. Most level three and four questions are Research and Resources.

xi. Circulation Question Tracking

1. Most of the questions were referred.
   a. Students know to refer higher level questions.
   b. There were several new student assistants at this time.

2. Circulation students may think helping with printing issues is part of their job and so didn’t record these as reference questions.

b. Suggestions were made based on observations.
   i. There are clear slow periods, like the 1:00 and 5:00 hours, when a trained staff member could cover the desk.
      1. DB prefers that staff not work after 5:00.
      2. Brandi is interested in receiving reference training and may be able to work irregular hours.
      3. PB prefers that Sam not be at the desk more than necessary. Adding Brandi to the pool of reference staff would lighten the load for Sam.
      4. Jen and Wendy could be trained to field reference questions but they still would probably need to stay at the Circulation Desk.
      5. Training existing staff as needed may not be sustainable. If Brandi were trained for reference and later resigned, there would be a gap in reference hours again.

   ii. The library could hire a part-time staff member to cover the desk during slower hours or in the evenings. They could be another Instructional Services assistant, grad student, or intern.
      1. CB will bring these observations and suggestions to AL to see how feasible it would be to hire someone to cover slower reference hours.

4. LibChat
   a. All agreed that only those who work the Reference Desk should operate LibChat.
b. Each librarian will have their own log in credentials. When logged into LibChat, librarians will be able to monitor both the Reference Desk account and their personal account, unless one is turned off.
   i. CB will set up a LibChat department just for the Reference Desk.
      1. Those working the desk or on-call will monitor the reference account.
      2. There will be a system-wide widget for the reference department.
   ii. Librarians will each have their own LibChat account.
      1. Librarians can put a personal widget in their profile box or on their subject or course guides.
      2. Librarians will have chat hours for their personal widgets.

c. Fallbacks are available when chat is offline.
   i. The Reference Desk probably doesn't need a fallback. When reference chat is offline, users will have the option to email.
   ii. Personal accounts could have a fallback to the Reference Desk.
   iii. Deciding on fallbacks could wait until it becomes clear how many chat questions there will be.
   iv. Some questions that fall back to the Reference Desk account may get referred back to original librarian anyway.

d. Away messages and canned messages are customizable.
   i. Another person who is logged in can claim a chat if that librarian is busy.

e. Name for this service
   i. Cat's Meow
   ii. Cat Chat
   iii. Tiger Chat
   iv. Ask Us
   v. Ask a Librarian.
      1. This is what the EBSCO email function is called.
      2. All agreed to use the name Ask a Librarian.
      3. Phone, email and chat could eventually be branded together.

f. Any LibChat widget can be embedded in Blackboard.

g. Eventually everyone will have to watch all training videos but for now make sure to watch LibChat video number 3.

5. Reference and Instruction Topics
   a. Can Natalie be in charge of checking the refdesk email quarantine?
      i. Quarantined messages can be bulk deleted by clicking the link in the daily email.
      ii. Everything is deleted from the quarantine after a week.
      iii. This should remain the librarians’ responsibility as a way to remember to check the refdesk email.

Next Meeting: 07/09/15
Instructional Services Committee Meeting
07/09/2015
In attendance: CB, PB, DB, KS, ND, NM

Next meeting: 07/16/15

Agenda for 07/09/15:
1. Action Items
2. LibGuides
3. Reference Desk Schedule
4. Reference Staffing
5. LibChat - widgets
6. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Consider ways the Instruction Department can facilitate professor and course retention in the instruction program. (7/30/2015)

Chelsea:
1. Send out LibGuides Standards with new revisions. (7/16/2015)
2. Ensure that NM puts Fall Reference Schedule on the calendar. (7/16/2015)
3. Follow up with Roy Degler about tracking guide usage details. (7/30/2015)

Dana:
1. Contact Cece Brown about the possibility of hiring interns from the OU SLIS program. (7/30/2015)

Patrick:
1. Contact Shelli Sharber about the possibility of hiring interns from the Library Media Specialist program. (7/30/2015)

Katie:
1. Look into having Public Services send librarians updates on faculty resignations. (6/23/2015)
2. Create new version of header that will only resize for extra small displays. (7/16/2015)

Nick:
1. 
Discussion:

1. Action Items
   a. NM put the 8/4 meeting on the calendar
   b. CB sent out the LibGuides Standards with DB’s revisions.
      i. KS has offered feedback on this version. CB will incorporate KS’s revisions and send it out one more time.
   c. DB and PB reviewed the LibChat webinar.
   d. KS hasn’t had time to meet with Jen and Wendy about sending faculty resignation updates.

2. LibGuides
   a. KS will have a new version of the header next week.
   b. Rotating videos will not work in LibGuides 2. Only one video should be used on the main pages of subject guides.

3. Reference Desk Schedule
   a. Fall schedule was handed out.
   b. We are now going to be open the Sunday before school starts from 4-8. DB will work Sunday, August 16 and is willing to work this Sunday in the future as well.
   c. DB will switch her Tuesday afternoon shift with KS’s Tuesday morning shift.
   d. Librarians will let NM know if any other changes need to be made before the schedule goes on the calendar.

4. Reference Staffing
   a. NM handed out additional graphs as requested by KS. The trends shown correspond to previous data.
   b. AL confirmed that hiring a part-time Instructional Services Assistant or an intern is possible but their wage would have to come from either the book, supply, or student budget.
      i. AL warns that administration could decide to remove this money from the library budget if it appears to be extra.
   c. DB is strongly against using money from the book budget and suggests using money from the student budget.
   d. Last year’s supply budget was spent and the student budget was exceeded.
   e. This position would work evening, weekend, and extended hours, totaling 20-26 hours per week.
      i. Wendy could go back to working regular 8-5 shifts instead of working Saturdays but this would mean there would be no Circulation supervisor in the evenings.
   f. Since Wendy has gotten her Master’s degree she may be looking for other positions. The evening Circulation Assistant has been a difficult position to fill in the past.
i. The evening Circulation Assistant could work 1:00 – 10:00 Monday through Thursday and 8:00 – 5:00 on Friday. The part-time Instructional Services Assistant could then work Saturday. This might make Wendy’s position easier to fill since it would require no weekend hours.

g. AL brought up the possibility of broadening the responsibilities of the Circulation Assistant to include reference duties.
   i. KS believes that this position is too demanding to take on more responsibilities.
   ii. Kaylie could share ILL responsibilities with Wendy in order to free up time for Wendy to work reference.
      1. Previous department restructuring was intended to avoid illogical distribution of duties.

h. Before we work on a plan for hiring a part-time staff person, let’s investigate the feasibility of hiring interns. PB will contact Shelli Sharber and DB will contact Cece Brown from OU SLIS about the possibility of setting up an internship.

5. LibChat – widgets
   a. There are three widget options: in-page, button pop-out, and slide-out.
      i. No one likes the slide-out option because it tends to obscure content.
      ii. The in-page option can take up a lot of real estate on a page.
      iii. Both the button and in-page widgets would be useful in different circumstances.
   b. In-page widget customization
      i. Patrons will be able to enter an initial question. It’s unclear at this point whether this is a required field.
         1. The librarian will see this question before claiming the chat.
         2. The initial question field will say “Your question”.
      ii. Patrons will be required to enter some text in the name field, although there is an option to allow this field to be blank.
         1. Requiring patrons to enter some text in the name field may discourage spammers.
         2. Patrons can still be anonymous; they have to enter text but it doesn’t have to be their real name.
         3. This field will say “Your name”.
      iii. All agreed to keep the patron feedback option at the end of the chat.
   iv. Allowing file uploads may put the library at risk for acquiring viruses.
      1. ECU has virus protection.
      2. IP addresses are logged for each chat transaction so the source of a virus could be traced.
      3. Librarians will probably be able to tell if a file upload is suspicious.
      4. This is no more risky than receiving file attachments via email.
      5. All agreed to allow file uploads until a problem surfaces.
v. LibAnswers search will be disabled until LibAnswers is set up.
vi. Up to three custom fields can be added to the initial chat interface.
   1. These fields could be used to get demographic data such as major or class status.
      a. Student majors may not be informative if the patron asks a question about a discipline outside their major.
         i. Instead the custom field will prompt “Your question is about” and offer a list of subjects, similar to the GSR question “this meeting is for:” with an option for “other” for generic questions.
   2. Asking for additional information up front may present a barrier to patrons initiating chat in the first place.
      a. The custom field is probably not required, although CB hasn’t tested this yet.
   3. Demographic questions could be put in canned messages and asked at the end of a chat.
      a. Doing this would mean that the demographic info would be buried in the middle of the chat transcript, whereas using separate fields for each question would create a separate column for each entry in the analytics.
   4. One of the custom fields could ask for the patron’s email address to facilitate follow-up.
      a. This would be useful in cases when a patron accidentally navigates away from the chat window.
      b. Asking for this would add another barrier to patrons initiating chat.
      c. A request for the patron’s email address could be made into a canned message.

vii. The title at the top of the chat box will say “Ask a Librarian”.
viii. The button to initiate chat will say “Start chatting”.
ix. Color will be the charcoal color used on the rest of the library website.

6. Reference and Instruction Topics
   a. Do ILL requests or referrals to the public library go on the “no” list?
      i. When the library doesn’t have an item that is specific to a liaison area, the liaison librarian should be informed so that they can consider adding it to the collection.
      ii. More general resources such as the Ada Evening News could go on the “no” list.
      iii. Ideally the patron should be shown how to make a suggestion on the library website.

Next Meeting: 07/16/15
Instructional Services Committee Meeting
07/16/2015
In attendance: CB, PB, DB, KS, ND, NM

Next meeting: 07/22/15

Agenda for 07/16/15:
1. Action Items
2. LibGuides
3. UNIV 1001 Scheduling
4. LibChat Widgets
5. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. **Review LibGuides Standards and send CB feedback. (7/22/2015)**
3. Consider ways the Instruction Department can facilitate professor and course retention in the instruction program. (7/30/2015)

Chelsea:
1. **Send out LibGuides Standards with cover page and Table of Contents. (7/22/2015)**
2. **Email Springshare about blue icon glitch in LibChat. (7/22/2015)**
3. **Email Katie the code for the in-page and button chat widgets. (7/22/2015)**
4. **Update LibChat widget by linking to reference question form in offline pane and delayed claim message. (7/22/2015)**
5. **Create in-page chat and button widget boxes in reusable content. (7/22/2015)**
6. **Reschedule next meeting. (7/22/2015)**
7. Follow up with Roy Degler about tracking guide usage details. (7/30/2015)

Dana:
1. Follow up with Cece Brown or Sarah about the possibility of hiring interns from the OU SLIS program. (7/30/2015)
2. Put in-page chat widget on About the Library page once service is implemented. (8/13)

Patrick:
1. Follow up with Shelli Sharber about the possibility of hiring interns from the Library Media Specialist program. (7/30/2015)

Katie:
1. **Follow up with Employment Services about receiving updates on faculty and staff resignations and new hires. (7/22/2015)**
2. Make sure the staging server works with LibGuides coding. (7/22/2015)
3. Create options for homepage chat widget. (7/22/2015)
4. Experiment with adding the chat button to the Get help! box. (7/22/2015)
5. Experiment with adding a chat button to the header. (7/22/2015)

Nick:

Discussion:

1. Action Items
   a. CB sent out new LibGuides Standards revision. It still needs a cover page and table of contents. She will send out a final revision for feedback.
   b. NM put the reference schedule on the calendar.
   c. DB emailed Sarah Connelly and Cece Brown at University of Oklahoma about the possibility of an internship. DB told her the library may be able to offer $8.00 per hour for evenings and weekends. Sarah was excited about this and said she would email the students to gauge interest with the caveat that the position may be unpaid.
   d. PB emailed Shelli Sharber but hasn’t heard back.
      i. PB and DB will follow up with their contacts.
   e. KS has contacted Academic Affairs and Employment Services about the library receiving updates on faculty and staff turnover. There are some legal obstacles. KS will follow up about this.
   f. KS created a new LibGuides test header.
   g. DB will be gone next Thursday so CB will reschedule the next meeting so that she can be present.

2. LibGuides
   a. Some librarians felt that KS’s original header changed too quickly when resizing.
   b. The new header only resizes for extra small displays. It would automatically resize for phone displays.
   c. In the new header, the images and accompanying texts are quite small once a user starts to resize the screen.
      i. This can be fixed with a special class of images, but that may be bandwidth intensive.
   d. The left side icon has been removed.
   e. Everyone agreed to use the original header after seeing the alternative.
   f. KS found a way to make the headers in LibGuides the same as the one on the front page. KS will make sure this works before CB changes LibGuides.

3. UNIV 1001 Scheduling
   a. NM handed out schedules for SAILS and freshman seminar tours.
   b. Librarians will give NM feedback by next meeting.
4. LibChat Widgets
   a. The “Your question is about” field is not required. Other custom fields are not required either.
      i. It is still not a good idea to have multiple custom fields because it would be too overwhelming for patrons.
      ii. Custom fields can always be added later.
   b. The charcoal gray against the light gray passes the AA contrast test but not AAA contrast test.
      i. This is the same level of contrast on the rest of LibGuides.
      ii. Changing the background to white increases the contrast. This would also make the widget stand out more on the page.
      iii. There’s no reason not to make it white.
      iv. All agreed to make it white.
   c. Wording
      i. The wording of the final pane which thanks the patron for their feedback cannot be customized at this time. This feature request has been communicated to Springshare.
      ii. Please wait message
         1. “Please wait... a librarian will be with you soon.”
      iii. “Submit” changed to “Send”.
   iv. Feedback Pane
      1. “Thanks for chatting!”
      2. “How’d we do?”
      3. “Comments:”
      4. “Submit your feedback”
      5. “Chat Again” with first letters capitalized
      6. “Email Chat Transcript” with first letters capitalized
   v. Offline Pane
      1. “Ask a Librarian is Offline”
      2. Patrons won’t be able to search the knowledge base until it’s been set up.
      3. “Sorry chat is offline. Please email your question to refdesk@ecok.edu or fill out this form and we’ll get back to you ASAP.”
      4. The email address should not be hyperlinked because not all patrons have an email client on their personal computers and may be confused when the link prompts Outlook to begin installing.
   vi. File Uploads
      1. “Note: Maximum file size is 5MB. Files are not kept permanently.”
      2. “Select Your File”
      3. “Upload”
   vii. Delayed claim message
Instructional Services Committee Meeting
07/16/2015
In attendance: CB, PB, DB, KS, ND, NM

1. The patron receives this message when a librarian hasn’t responded in a certain amount of time.
2. The time can be changed. Librarians agreed to 90 seconds.
3. Once LibAnswers is set up, the delayed claim message can display a link that will send patrons to the knowledge base.
4. “We apologize for the delay. Don’t want to wait? Please email your question to refdesk@ecok.edu or fill out this form and we’ll get back to you ASAP.”

d. The widget height was adjusted to 400px so that the Email Chat Transcript link won’t be cut off.
e. Icons in the pop-out are showing up blue. CB will email Springshare about this glitch.
f. The option to pop out the window is only available once the librarian has responded.
g. Button widget
   i. When a chat operator is online, the button will say, “Ask a Librarian!”
   ii. When no chat operators are logged in, the button will say, “Chat Offline”
      1. When clicked shows away pane from in-page widget.
   iii. Custom image is possible for the button. Could make this button look the same as the buttons on the Course and Subject main pages. However, they should really correspond to the other LibChat widget buttons, so a custom image should not be used.

h. Location
   i. There should be a chat widget on the homepage and it should probably be the in-page widget rather than the button.
   ii. There are a few options for reorganizing the homepage to make room for the chat widget. KS will create a few different versions for the next meeting.
   iii. In the Get help! box
      1. The button widget would not match the icons in the box and it would not stand out enough.
      2. A link to the widget’s location on another page would navigate the patron away from their current page.
      3. KS thinks she can create a button pop-out that just looks like a link.
         a. KS will experiment with this.
         b. There might be another bubble icon in the Reflections icon set to use for chat.
         c. This will just say “Chat” since the name “Ask a Librarian” doesn’t make it obvious that it’s a chat service.
   iv. Other pages
      1. CB will make a box in reusable content that can be used in guides.
2. The in-page widget should go on the About the Library page.

v. Personal widget
1. Each one would be made separately and could be placed in each librarian’s profile box.
2. The personal chat widgets will have to be standardized.
3. These will have fallbacks to the refdesk account.

vi. Course guides and subject guides
1. Already in Get Help! box.
2. Already using personal widgets in profile boxes.

vii. It could be possible to embed a widget in EBSCO.

viii. The button could be added to header, then it would be on every page.
1. KS will experiment with this.

5. Reference and Instruction Topics

Next Meeting: 07/22/15
Next meeting: 07/30/15

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.

Agenda for 07/22/15:
1. Action Items
2. LibGuides
3. LibChat
4. Reference & Instruction Topics

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Change nickname in LibAnswers. (7/30/2015)
3. Consider ways the Instruction Department can facilitate professor and course retention in the instruction program. (7/30/2015)
4. Login to LibChat on a daily basis and practice chatting. (7/30/2015)

Chelsea:
1. Make final changes to LibGuides Standards. Put it on K drive and website. (7/30/2015)
2. Follow up with Roy Degler about tracking guide usage details. (7/30/2015)
3. Send DB the code for the chat widgets. (7/30/2015)
4. Talk to Sam about LibChat. (8/13/2015)

Dana:
1. Update Reusable Content responsibility spreadsheet with LibChat widgets location. (7/30/2015)
2. Experiment with putting a chat widget in EBSCO. (7/30/2015)
3. Talk with CB about LibGuides 2 staff training. (7/30/2015)
4. Put in-page chat widget on About the Library page once service is implemented. (8/13/2015)
5. Follow up with Cece Brown or Sarah about the possibility of hiring interns from the OU SLIS program. (8/27/2015)

Patrick:
1. Follow up with Shelli Sharber about the possibility of hiring interns from the Library Media Specialist program. (7/30/2015)

Katie:
1. Follow up with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (7/30/2015)
2. Continue to experiment with widget placement options in header, on homepage, and in Get Help! box. (7/30/2015)
3. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
4. Fix GSR carousel image and check in with Sam about getting new images of the GSR. (7/30/2015)
5. Work with Nick to see if the chat widget can be placed in the CatPac. (7/30/2015)

Nick:

Discussion:

1. Action Items
   a. CB sent out new revision to the LibGuides Standards.
      i. KS suggested changing the alternative text section to say, “Appropriate alternative text for this image would read “LLAF webpage.” Everyone is okay with this change.
      ii. DB also caught a few lingering formatting issues.
      iii. After making these changes, CB will post it to the website and put it on the K drive in the Documentation folder.
   b. Everyone is okay with UNIV 1001 tour and SAILS schedules.
      i. NM will attach the schedule to the calendar instance for SAILS.
      ii. NM will put the Individual tours on the calendar.
      iii. The UNIV 3001 sections are all online, so CB and instructors will take conduct their SAILS tests online.
   c. CB Emailed Springshare about the blue icon glitch. They’re working on it but it won’t be fixed before fall term.
   d. CB emailed KS the code for both widgets.
   e. CB updated the LibChat widget by linking it to the reference form.
      i. Right now it opens in the same window.
      ii. CB is working with Springshare to get it to open in a different window.
   f. CB put the in-page and button widgets in Reusable Content on the miscellaneous tab.
      i. DB will update the Reusable Content responsibility spreadsheet.
   g. DB has no more updates from Cece Brown. DB will follow up with her.
   h. PB has no more updates from Shelli Sharber since the email he forwarded to the librarians in which she said she would be willing to communicate this opportunity to the students. He will follow up with her.
      i. In future communications, we need to be clearer about the fact that a reference assistantship may or may not be paid.
   i. KS is now working with Holly Sewell to see about getting updates on faculty and staff resignations and new hires.
   j. KS figured out responsive header and footer coding in LibGuides.
i. There are still resizing issues.
   ii. KS will try to fix the issues with Bootstrap.

k. GSR image in carousel is not as wide as the other images.
   i. Sam took new GSR pictures.
   ii. KS will talk to Sam about this.

2. LibGuides
   a. The staff needs to be trained on LibGuides 2.
   b. This could happen the week before school starts, August 10 -14.

3. LibChat
   a. Widget Placement
      i. KS is working on testing the button and in-page widgets on the homepage.
      ii. Current homepage items can be shifted left and the in-page widget placed on the right side of the page.
         1. Alternatively, the search box could be narrowed to be in line with the carousel and the chat widget placed above the buttons.
      iii. DB thinks the in-page widget looks bad and the button or another icon or image would look better.
      iv. KS has been experimenting with making the button widget look like a regular link that pops the chat box out when clicked. This would be used in the Get help! box and possibly the header.
         1. Getting this to work has been troublesome.
         2. CB suggested using alternate coding from Jotform to make the chat link in the Get help! box open the chat box in its own window.
         3. If we can’t get the pop-up code to work, the link in the header could function like the other header icons and simply take the user to the in-page widget on the About the Library page.
      v. KS will continue to experiment with widget placement.
      vi. The widget can be placed in EBSCO and it would be good to have it in the catalog as well.
         1. If KS can make it work on the homepage then it should work in the catalog.
         2. If it goes in the header, then it will automatically be on catalog pages.
         3. The slideout widget may be a better option for use in EBSCO and the catalog because the widget will stay in view as the patron scrolls through results.
            a. DB will have to see what options are presented in EBSCO admin.
   b. The name “Ask a Librarian” is not descriptive enough of the service.
i. The name should have the word “chat” in it to make it clear that it’s a chatting service and because the word “chat” is used in each pane of the widget.

ii. Suggestions for a new name included Chat with a Librarian, Linscheid Chat, Library Chat, Tiger Chat, Cat Chat, Chat with Linscheid.

iii. All agreed to “Chat with Us”.

c. Canned messages allow the chat operator to type one word and have an entire message entered.

i. Intro: “Thanks for your question!”

ii. Pop-out: “It’s a good idea to click on the arrow that’s under this chat box. It will pop-out the chat so that you won’t lose it if you click away.”

1. There’s no way to know if the patron has already popped out their chat window so this may be unnecessary or redundant.
2. Maybe the button widget should be used exclusively to ensure the chat window has always been popped out.
3. Some people may not have Javascript turned on, preventing the button from working.
4. This canned message will be kept in case it’s needed.

iii. Hold on: “Please hold on a minute while I look into that for you.”

iv. Hours: “The library hours are as follows: M-Th 8 am-10 pm, Fri 8 am-5 pm, Sat 1-5 pm, Sun 2-8 pm.”

v. Follow up: “Does that answer your question? Is there anything else I can do for you today?”

1. This should be separated into two messages. Including them together seems to presume the question has been answered and doesn’t give the patron the chance to respond to the first question.
2. Anything else?: “Is there anything else I can do for you today?”

vi. Thanks “Thanks for chatting! Let us know if you need more help by chatting again, emailing at refdesk@ecok.edu, or calling at (580) 559-5371.”

1. ND thought this message seemed a little automated and impersonal.
2. Instead, all agreed to use “Thanks for chatting!”

vii. Password Reset

1. This question is asked a lot, but is almost always asked in-person since patrons have not yet logged into a computer.
2. A patron who is using chat has already logged in and is unlikely to need help resetting their password.

viii. Chat operators can set up their own canned messages.

ix. None of the canned messages are required but thanking the patron at the beginning and end of the interaction is good practice, as is asking if their question has been answered.

d. Individual Operator
i. Should all librarians be required to have a personal chat widget in their profile box?
   1. PB thought that being tied to certain chat hours would make scheduling other things difficult.
   2. It would not be good for patrons to see “Chat is offline” too often.
   3. Librarians could put the general chat widget in their profile box but this may be confusing for patrons.
   4. This discussion is tabled until spring semester. For fall semester no one will use personal chat widgets.

ii. Alias
   1. Chat operators should use their first name as their LibChat nickname.
   2. To change a nickname in LibChat:
      a. Log in to LibApps and navigate to LibAnswers & LibChat.
      b. Click on the email address in the upper right corner.
      c. Type first name in the Nickname field and click Save.

   e. Answering and Tracking Questions
   i. If a patron asks two questions in one chat transaction, it will be recorded as one question in the analytics.
   ii. When patrons are using chat in the library and asking for an item, chat operators should first find the patron and then help them locate the item.
      1. KS suggested putting call number sections on the maps and link patrons to them.
      2. It will become clearer how to handle this situation after implementing chat.

iii. Language Formality
   1. Emoticons and abbreviations should be used sparingly.
   2. Standard punctuation and capitalization should be used at all times.
   3. Typos should be corrected with an asterisk.
   4. Language that is too informal will set a bad example to students and represent the library poorly.

iv. The chat window does indicate when someone is typing.

v. Training and Evaluation
   1. Chat operators can begin to log in and send each other reference questions to practice.
   2. Transcripts will be reviewed at the end of fall semester to see if changes need to be made.

vi. Marketing
   1. The chat service will be featured in the whiteboard doodle and the library newsletter.
Instructional Services Committee Meeting
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In attendance: CB, PB, DB, KS, ND, NM

2. KS will work on other marketing strategies such as posters and emails.
3. Librarians can mention it at college/school meetings.

4. Reference and Instruction Topics
   a. The Sympodium monitor is too small to show the full size header on the library homepage.
      i. No one really uses the Sympodium features. It could be switched out for a wider monitor.
      ii. A wider monitor would make the projected image smaller.
      iii. We decided to keep the current monitor. We can always zoom out if we want to be able to see the header.

Next Meeting: 07/30/15
Next meeting: 08/04/15

Agenda for 07/30/15:
1. Action Items
2. LibChat
3. Increasing Instruction
4. Reference & Instruction Topics

Topics for future meetings:
1. Work on improving library classes with distance education sites (with AL).
2. Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Look closely at suggestions for increasing instruction. (8/04/2015)

Chelsea:
1. Follow up with Roy Degler about tracking guide usage details. (8/04/2015)
2. Add link to in-page chat widget to Get help! box. (8/04/2015)
3. Add new page for chat widget to Reference guide. (8/04/2015)
4. Ensure that NM creates a LibChat practice schedule for the week before school starts. (8/4/2015)
5. Talk to Sam about LibChat. (8/13/2015)

Dana:
1. Talk to Regina about getting the chat widget to show up in EBSCO. (8/04/2015)
2. Set up LibGuides 2 training for the week before school starts. (8/04/2015)
3. Put in-page chat widget on About the Library page once service is implemented. (8/13/2015)
4. Follow up with Cece Brown or Sarah Connelly about the possibility of hiring interns from the OU SLIS program. (8/27/2015)

Patrick:
1. Draft an email for Shelli Sharber to send to Library Media Specialist students. (8/04/2015)
2. Double check nickname change in LibAnswers. (8/04/2015)

Katie:
1. Follow up with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (7/30/2015)
2. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
3. **Consult Springshare Lounge about putting a chat widget in the CatPac.** (8/04/2015)

4. **Contact Sam about getting a new image for the GSR.** (8/04/2015)

5. **Add link to in-page chat widget to the header.** (8/04/2015)

6. **Work on marketing strategies for Chat with Us.** (8/4/2015)

**Nick:**

1. **Double check nickname change in LibAnswers.** (8/04/2015)

**Discussion:**

1. **Action Items**
   a. PB and ND need to double check that they’ve changed their nicknames in LibAnswers.
   b. KS, PB, and NM logged into LibChat, but only KS has answered a question.
      i. NM will create a training schedule to ensure everyone gets adequate opportunity to practice answering questions.
   c. CB emailed Roy Degler but hasn’t heard back from him yet.
   d. CB sent DB code for widgets.
   e. DB put widget code into EBSCO but the widget hasn’t appeared.
      i. DB will call EBSCO support.
   f. DB is looking at FTF results and will call Regina.
   g. DB updated Reusable Content responsibilities spreadsheet.
   h. DB will set up a LibGuides 2 training session for staff who want it.
   i. PB spoke with Shelli Sharber.
      i. Will draft an email for her to send to students.
   j. KS contacted Springshare about putting a chat widget in the CatPac but did not get adequate feedback.
      i. Will consult Springshare Lounge instead.
   k. KS enlarged the GSR image in the carousel so that it matches the other images.
      i. Will talk to Sam about using a new picture of the GSR.
   l. KS has not had time to work on Bootstrap.

2. **LibChat**
   a. **Widget Placement**
      i. KS has not been able to get the button widget to appear as a link in the Get help! box or to pop-out a chat window from the header.
         1. CB will create a chat page on the Reference guide to house the in-page widget.
         2. CB will add a regular link to the Get help! box that will link to the Chat page on the Reference guide until the pop-out option is figured out.
Instructional Services Committee Meeting  
07/30/2015  
In attendance: CB, PB, DB, KS, ND, NM

3. KS will add a chat icon to the header that will link to the in-page widget on the Chat page of the Reference guide until the pop-out option is figured out.
4. KS and CB will decide on an icon for the chat link in the header, probably a double speech bubble.

b. Springshare did fix the glitch that was making the icons appear blue in the chat box. They will now appear gray.
c. It is possible to link to the Reference JotForm from the chat widget when there are no operators online.
   i. The link will only open in the same window from the in-page widget but can open in a new window from the button widget.
   ii. All agreed to have both widgets open the JotForm in the same window for consistency.

d. Training
   i. NM will set up a rotating schedule for librarians to take turns asking and answering chat reference questions, during the week after iCon.
   ii. LibChat notifications don’t work in Internet Explorer so operators should only use Chrome or Firefox when logged in to LibChat.
      1. It’s a good idea for operators to have desktop notifications turned on so that they will still receive chat notifications even when the chat window is minimized.

e. Reference Analytics
   i. Most fields will be the same as what’s currently used in the LibAnalytics form.
   ii. There are no text entry fields other than the internal note field.
      1. The system has built in question and answer detail fields.
      2. The internal note field can be used to define “other”.
   iii. User field is no longer necessary; users must be logged in to record questions.
   iv. Question Type
      1. CB will add “How do I copy?”
      2. “How do I reset my password” and “How do I log in?” will be changed to Password Issue.
      3. “How do I print/printing problem” will be changed to Printing Issue.
      4. CB will add Software Issue II and Software Issue III for questions about how to operate Microsoft Word or other programs.
   v. Question Category field is still appropriate.
   vi. Question Source
      1. CB will add “Chat” to this field.
      2. Roaming is when a question is asked while walking around the library or campus.
   vii. Who Asked the Question?
1. The value “Alum” will be removed. Any alumni who ask questions will be counted as community patrons.

viii. If you referred the question to someone else, who was it referred to:
1. There are a lot of values for this field.
2. KS suggested limiting these to “Reference Desk” “somewhere at ECU” and “somewhere outside of ECU” since it is an optional field and the additional data may not be necessary.
3. All agreed to keep the current choices. It may be useful to see if there are locations getting disproportionate referrals.

ix. Add fields for defining faculty or student department for faculty/student consultations.
1. CB will add “departmental affiliation of the question”.
   a. This field can be used for other questions.
   b. Mandatory for level IVs
   c. Not necessarily the same as student major
2. CB will add “departmental affiliation of the patron”.
   a. Similar to how use is counted for check outs and shelving
   b. This will only be recorded if known.

3. Instruction Program Professor and Course Retention Ideas
   a. DB suggests
      i. Show faculty how use is counted and how subject and course guide hits relate to library budget allocation.
      1. Some faculty or departments are not concerned about how much money they’re allocated.
      ii. Communicate to instructors that librarians are willing to create course guides without scheduling a session.
      iii. Meet with faculty outside of work.
   b. KS suggests
      i. Reducing the amount of time and effort spend on non-ECU instruction.
      1. These instruction sessions distract librarians from ECU classes and take time and energy that could be put toward ECU classes.
      2. There should be a more standardized lesson plan used for every non-ECU session so that less time will be spent creating a new lesson plan every time.
      ii. To help hold librarians accountable for using the syllabi analysis, they could be required to meet at least once with each faculty member identified in the syllabi analysis.
   c. PB suggests
      i. Conducting general instruction sessions in the evening, for example, a citation workshop.
      1. Faculty members could be approached to help out with the workshops.
2. Students could be given a survey form.
   a. Students would get extra credit for attending.
   b. The library would record student data.
   d. CB suggests
      i. Using the syllabi analysis more consciously.
         1. Librarians should pick a department to focus on.
         2. There should be a system for holding librarians accountable.
            a. Librarians could meet with the Instruction Librarian at
               the beginning and end of the semester.
               i. This would not hold librarians accountable to AL,
                  however.
               ii. This creates more work for the Instruction
                   Librarian.
            b. Add a section to the evaluation or liaison document.
               i. So much of instruction is out of the librarian's
                  hands.
               ii. This would show the amount of effort made
                   toward increasing instruction.
               iii. Would give librarians a chance to explain
                    extenuating circumstances when instruction
                    numbers are stagnant.
         3. AL could approach department chairs to discuss syllabi that
            identify library skills but whose instructors consistently refuse
            library instruction.
         4. AL has said she’d like a more clear use of the syllabi analysis so
            there should be some form of reporting back on it.
            ii. Establish a regular “liaison hour” when librarians must spend some
                time working on something liaison-related.
                1. It will be difficult for librarians to forget liaison duties when
                   there is something concrete on the calendar.
            e. Librarians will think over these options and be prepared to choose strategies
               at the next meeting.

4. Reference and Instruction Topics
   a. When the on-call librarian goes home early, they must find another library
      employee who has been trained on reference to take over on-call duties. This
      change should be communicated to the Circulation staff.

Next Meeting: 08/04/15
Instructional Services Committee Meeting
08/11/2015
In attendance: CB, DB, KS, ND, NM

Next meeting: 08/20/15

Agenda for 08/11/15:
1. Action Items
2. LibChat
3. Increasing Instruction
4. Topics to Highlight at School/College and Dept. Meetings
5. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.
- Create LibChat flyer for midterms.

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Put liaison hour on personal calendars. (8/20/2015)
3. Let NM know about departmental meetings so she can print Instructional Services brochures. (8/20/2105)

Chelsea:
5. Add Honors and Humanities as separate categories to the Question Affiliation field in the RefAnalytics form and add Honors to the GSR form. (8/17/2015)

Dana:
1. Make in-page chat widget on About the Library page live. (8/17/2015)
3. Add library hierarchy to student training. (8/20/2015)
4. Follow up with Cece Brown or Sarah Connelly about the possibility of hiring interns from the OU SLIS program. (8/27/2015)

Patrick:
1. Draft an email for Shelli Sharber to send to Library Media Specialist students. (8/04/2015)
2. Double check nickname change in LibAnswers. (8/04/2015)
Katie:
1. Send liaison flyer to librarians for their approval. (8/12/2015)
2. Change Suggestions icon in header to microphone. (8/17/2015)
3. Make chat button in header live. (8/17/2015)
5. Ask AL to speak with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (8/20/2015)
6. Continue experimenting with chat widget placement on homepage. (8/20/2015)
7. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
8. Consult Springshare Lounge or IUG listserv about putting a chat widget in the CatPac. (8/04/2015)
9. Contact Sam about getting a new image for the GSR. (8/04/2015)
10. Feature chat in newsletter. (9/10/2015)
11. Create flyers about chat. (10/01/2015)

Nick:
1. Work with KS to investigate methods for putting chat widget in CatPac. (8/20/2015)

Discussion:
1. Action Items
   a. CB was not able to meet with Roy Degler during iCon. DB and KS can follow up with him if they want.
   b. KS put the link to the chat widget in the Get help! box.
   c. CB put the in-page chat widget on the main page of the Reference guide instead of creating a separate chat page.
      i. It will be where the jotform was previously located since patrons can still access the jotform via the chat widget.
   d. NM created a chat reference training schedule.
   e. CB touched base with Sam about chat reference.
   f. DB figured out how to put the LibChat button in EDS.
      i. The limiters on the right side, as well as the button itself, will be collapsible.
      ii. The button will have to be added to every EBSCO profile individually.
   g. DB will put the in-page widget on the About the Library page on Sunday.
   h. DB is waiting on Employment Services to post the Instructional Services Librarian job before following up with Sarah Connelly about the possibility of an internship so that she can email her about both issues at the same time.
   i. AL should be the one who talks to Holly Sewell about receiving updates on faculty and staff resignations and new hires.
   j. KS has not had time to work on the homepage resizing issues or putting a chat widget into the CatPac.
i. KS or ND can consult the IUG listserv about putting chat in the CatPac.

k. KS has not asked Sam about getting a new image of the GSR.

l. KS put a chat icon in the header that links to the main Reference page where the in-page widget is located.

m. KS put chat button on the homepage.

2. LibChat
   a. Widget placement
      i. The icon in the header looks good.
         1. KS will move the icons in the header down slightly so there is more white space above them.
         2. KS will change the Suggestions icon to a microphone.
         3. KS will implement the header Sunday night or Monday morning.
      ii. KS put the chat button on the homepage to the right of the search box.
         1. The button should be larger.
         2. A different color or different colored border would make it more noticeable.
         3. It may look better if the margins for the carousel and large buttons are even with the margins of the search box and chat button.
         4. It may look better on its own line between the search box and the user group buttons.
      iii. CB and DB will make the boxes live on the About the Library and Reference Department pages, respectively, on Monday morning.
      iv. CB will copy the chat widget code into the Get help! box in reusable content on Monday morning.
   b. Training
      i. NM thought 90 seconds might be too short a time for the delayed claim response to appear.
         1. Chat users will expect an immediate response so it shouldn't take too long for the delayed claim message to appear.
         2. Patrons don't have to click the form link in the delayed claim message and can just choose to continue to wait.
      ii. Chat operators should be sure to explain the steps they're taking to patrons and not just give them a link.
      iii. Canned messages are proving very helpful.
      iv. Full-screen browser seems to prevent desktop notifications.
      v. Avoid using a patron's name to be sensitive to the fact that some cultures put the family name before the given name.
vi. Start recording in analytics.

c. RefAnalytics

i. Some of the Question Type categories are too long for the box size.

1. “Do you have this book/DVD/resource (II)” will now be “Known Resource (II)”
2. “I need books, articles, websites on... (III)” will now be “Resources On... (III)”
3. “Can I borrow [office supply]? (I)” will now be “Borrow Supplies (I)”

ii. CB wondered if Honors and Humanities should be separate categories in the Departmental Affiliation categories or be included as Other.

1. The Departmental Affiliation categories should match the categories used in the GSR menu.
2. Neither Honors nor Humanities are affiliated with a single department, school, or college.
3. They are categorized as Other in the Instruction Annual Report.
4. CB will add Honors and Humanities as separate categories to the RefAnalytics form and add Honors to the GSR form.

iii. Chat operators must click “Add to analytics,” symbolized as a bar graph, at the end of a chat in order to record the transaction.

d. Marketing

i. KS will put an illustration on the whiteboard that references Jurassic World.

ii. Chat reference will be a feature in the September newsletter.

iii. KS is considering sending a campus email but historically this has not been effective at getting students’ attention.

iv. Flyer

1. Placed at all academic buildings.
2. It would be better to wait until midterms for this.

3. Increasing Instruction

a. Primary strategies for the fall semester will be:

i. Showing relationship between use statistics and budget at department meetings

ii. Instituting a weekly liaison hour

1. Each librarian needs to block out one hour each week on their Outlook calendar.
2. May still be difficult to enforce accountability.

iii. Making instruction effort explicit in performance evaluation.

1. Instead of simply referring to liaison report, use the Instruction section to explain effort made throughout the year to increase instruction. Should address how efforts were guided by Syllabi Analysis.
Instructional Services Committee Meeting
08/11/2015
In attendance: CB, DB, KS, ND, NM

2. A future action item in the IS meeting minutes will remind librarians to add instruction effort to their performance evaluation document at the end of the fall semester.

4. Topics to Highlight at School/College and Dept. Meetings
   a. School/College meetings
      i. Updated website design
         1. Check links in syllabi; all links have changed.
      ii. CB leaving —who is taking on her relevant liaison areas
      iii. ND is new librarian—his relevant liaison areas and overall duties
      iv. KS will send out a flyer to the librarians for approval.
   b. Departmental meetings
      i. If computer/projector is available, show chat service and new website.
      ii. New usage factors and their impact on departmental budgets
      iii. Wendy is new CETL instructional designer.
      iv. Librarians will send NM which departments they will be meeting with so she can print enough brochures.

5. Reference and Instruction Topics
   a. Instruction Topics
      i. CLIP tutorials are all broken.
         1. CB may be able to get Captivate files from the librarian who manages them.
         2. Otherwise the Instructional Services department will come up with another solution.
      ii. Megan Thompson resigned and Steve Pederson is taking over for her.
      iii. New faculty orientation
         1. Since ND does not have any new people in his liaison areas, he will meet with DB's group.
      iv. New student assistants should be made aware of library employee hierarchy.
         1. DB will add this to student training.
      v. KS will take over making CSS modifications to LibGuides.
   b. Reference
      i. It would be helpful to have a second monitor at the Reference Desk.
      ii. Saturday staffing schedule
         1. Kaylie and Jen could alternate working Saturdays.
         2. Otherwise KS will have to work the Saturday hours.
         3. Other librarians and staff should not work Saturdays. This should be Public Services’ responsibility.
      iii. An ECU football player complimented the library to DB.
Next meeting: 09/10/15

Agenda for 08/20/15:
1. Action Items
2. SAILS Testing
3. UNIV 1001 Tours
4. Reference & Instruction Topics

Topics for future meetings:
- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.
- Create LibChat flyer for midterms.

Action Items:

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

Chelsea:
1. Add to SAILS script that students are not allowed to leave early. (8/21/2015)
2. Remove in-page chat widget from Reusable Content. (9/10/2015)
3. Change in-page chat widget to button widget on the Reference guide. (9/10/2015)

Dana:
1. Follow up with Sam about coffee cards. (8/28/2015)
2. Invite ND to an instruction session. (9/10/2015)
3. Follow up with Cece Brown or Sarah Connelly about the possibility of hiring interns from the OU SLIS program. (9/10/2015)

Patrick:
1. Draft an email for Shelli Sharber to send to Library Media Specialist students. (8/04/2015)
2. Get second monitor for Reference Desk. (8/20/2015)
3. Put liaison hour on calendar. (8/20/2015)
4. Finish LibGuides revisions. (9/10/2015)
5. Invite ND to an instruction session. (9/10/2015)
6. Replace Instruction Room monitor with a rectangular monitor. (9/10/2015)

Katie:
1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
2. Contact Sam about getting a new image for the GSR. (8/04/2015)
3. Ask AL to speak with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (8/20/2015)
4. Make sure text on GSR image is not obscured by dots. (9/10/2015)
5. Tell Jen that students are not allowed to get the cash drawer key out of the reference desk. (9/10/2015)
6. Invite ND to an instruction session. (9/10/2015)
7. Draft an email for ND to send to IUG about putting a chat widget in the catalog. (9/10/2015)
8. Feature chat in newsletter. (9/10/2015)

Nick:
1. Put liaison hour on calendar. (8/20/2015)
2. Continue to work with KS to get widget in CatPac. (9/10/2015)
3. Invite KS to observe an instruction session. (9/10/2015)

Natalie
1. Put projector in GSR description. (9/10/2015)

Discussion:
1. Action Items
   a. KS and DB put their liaison hours on their calendars.
   b. Everyone told NM the number of brochures they needed for departmental meetings.
   c. CB made chat widgets and links live.
   d. CB added a chat link to the Reference & Research box and moved the My Library box to the bottom of the right-hand column on the Services page.
   e. CB added Honors and Humanities as separate categories to the Question Affiliation fields in the RefAnalytics form and added Honors to the GSR form.
   f. DB made the in-page chat widget on the About the Library page live and the EDS chat widget live.
   g. DB created a chart showing the library hierarchy that was placed at each librarian’s and staff member’s desk. These can be used in student training.
   h. As soon as the job advertisement for Instructional Services Librarian is approved, DB will contact Cece Brown about the internship.
   i. KS spoke to Springshare about placing the chat widget in the CatPac. KS will draft an email for Nick to send to IUG.
   j. Now that GSR has projector, KS will get new picture for the website.

2. SAILS Testing
   a. The wording of the demographics question has not been changed as had been previously discussed. This can be a future action item.
   b. Brandi may need to have her SAILS tests covered by someone else.
      i. NM will figure out any scheduling conflicts.
c. Identifier slips
   i. It’s not necessary that students fill out the information at the bottom of the identifier slip but it may encourage them to take the test more seriously
   ii. Can be used by instructors to take attendance.
   iii. Identifiers are unique so copies cannot be made but new ones can be printed if any are lost. Two students cannot use the same identifier.
   iv. If the instructor isn’t there, keep the identifiers in case the instructor wants them. Otherwise they can be sent to Instructional Services to be shredded.

d. Netbooks
   i. The computer labs in Danley 105, Horace Mann 316, and Education 216 do not have enough computers for the number of students enrolled.
   ii. NM will pack enough netbooks, chargers, and mice for each lab the day before testing and put them in the appropriate librarian’s office.
   iii. Whoever has the first test in a lab will bring the netbooks to the lab. Whoever has the last test in that lab will bring the netbooks back to the library.
   iv. The netbooks should not be left alone so librarians will wait until the next librarian arrives before leaving.
      1. Since there is a large gap between SAILS tests held in Education 216, PB will lock the netbooks in the College of Education and Psychology Dean’s office area before he leaves for his next test.

e. NM is administering tests so won’t be able to help librarians during testing.

f. CB will speak with Brandi about administering the tests.

g. Students are not allowed to leave when they’re finished. Instructors were asked to provide an assignment for students to work on. Otherwise students can work on their My Student Body survey or find something else to do quietly.

3. UNIV 1001 Tours
   a. The overall tour schedule and helper schedule have been finalized. The helper schedules have been given to each helper and placed at each service desk.
   b. CB held two helper training sessions this week.
      i. NM will hold two follow up sessions next week.
      ii. NM will schedule a time to meet with students who were unable to come to the training sessions.
   c. Features packets
      i. CB and NM updated the features packets to reflect new terminology based on the LibGuides migration.
      ii. Each helper and each service desk received a features packet.
   d. Librarians received their tour scripts.
Instructional Services Committee Meeting
09/10/2015
In attendance: CB, PB, DB, KS, ND, NM

i. Since Tuesday/Thursday classes are longer, students get two features to investigate.

e. Student assistants are allowed to watch presentations if they okayed it with their supervisor.

f. Prizes
   i. CB bought candy.
   ii. CB got copy cards and Media Services cards.
   iii. NM is working on getting more pens and stickers.
   iv. DB will follow up with Sam about getting coffee cards.

g. Worksheet copies have been made, handout copies have not been made due to the color copier breaking.
   i. They may have to be sent to Mail and Printing.

h. Comments
   i. As always, there were many positive comments from the spring tours, especially directed toward library employees.
   ii. However, there are more negative comments than usual, some of which were directed toward library employees.
      1. Many comments critiqued the design of the tour. This should be brought to the new instruction librarian to work on.
      2. Some freshmen complained about librarians shushing them. Instructors should be supervising their students so that librarians don’t have to discipline them.
      3. It’s possible that there are more negative comments than usual because students who take the course in the spring have often already taken the course many times and are frustrated.

4. Reference and Instruction Topics
   a. LibChat
      i. Canned Messages
         1. CB added a canned message: “Go to the library website at library.ecok.edu” listed as “Library website.”
         2. There is no need for a canned message asking patrons for their email address now that the in-page chat is being discontinued and patrons are less likely to be disconnected.
         3. Individual operators can make their own canned messages.
         4. “Anything else?” was changed to “Other questions?”
         5. “Thanks!” was changed to “Closing”.
         6. Canned messages were reordered
            a. Intro
            b. Hold on
            c. Follow-Up
            d. Other questions?
            e. Closing
            f. Hours
            g. Library website
ii. Missed and Disconnected Chats
   1. There have been a couple of instances in which a patron left the chat before receiving their answer. They may have navigated away from the chat window and been disconnected.
      a. It may be a good idea to put a note in the in-page chat box that tells users how to pop out the chat window.
         i. They can’t pop out the window until a chat operator connects with them.
      b. CB suggested removing the in-page option and just using the button.
         i. The in-page chat widget on the Reference guide and About the Library page will have to be changed to button widgets.
         ii. All agreed to only use the button widget.
         iii. CB will delete the in-page chat box from Reusable Content.
   2. There have been a couple instances of chat operators missing questions while helping other patrons.
      a. This will happen less as the semester progresses.
      b. ND will observe both UNIV 1001 tours on Monday, August 31.
      c. Librarians should remember to put the sign out at the end of their night shift.
      d. Remember to give NM notice when you need her to cover a reference shift.
      e. Librarians or full-time employees must lock cash drawers. Students are not allowed to lock the drawers themselves.
         i. KS will communicate this to Jen.
         ii. This protects students from suspicion if money is missing from the cash drawers.
      f. AL still wants a faculty evaluation for every instruction session, even short sessions.

Next Meeting: 09/10/15
Next meeting: 09/24/15

Agenda for 09/10/15:

1. Action Items
2. SAILS debriefing
3. UNIV 1001 debriefing
4. Scaffolding
5. Instruction
6. Reference Staffing
7. Springshare
8. Future meetings

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.
- Create LibChat flyer for midterms.

Action Items:

All:

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

Dana:

1. Invite ND to an instruction session. (9/10/2015)
2. Add Kaylie to RefAnalytics. (9/24/2015)
3. Meet with AL about future IS meeting topics. (9/24/2015)
4. Meet with KS about FAQs. (9/24/2015)
5. Make KS an administrator in LibSurveys. (9/24/2015)
6. Make KS an administrator in LibInsight. (9/24/2015)
7. Cancel meeting on 9/17. (9/24/2015)
8. Meet with NM to reschedule IS meetings. (9/24/2015)
9. Meet with NM about converting missed chats to tickets. (9/24/2015)

Patrick:

1. Draft an email for Shelli Sharber to send to Library Media Specialist students. (8/04/2015)
2. Invite ND to an instruction session. (9/10/2015)
3. Replace Instruction Room monitor with a rectangular monitor. (9/10/2015)
5. Put a sign in the GSR for projector remotes. (9/24/2015)
6. Set up Reference Desk computer and ND and KS's computers to connect to color printer. (9/24/2015)
7. Fix duplexing on the color printer. (9/24/2015)
Instructional Services Committee Meeting
09/10/2015
In attendance: PB, DB, KS, ND, NM

Katie:
1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
2. Remind AL to speak with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (9/24/2015)
3. Start working on LibSurveys. (9/24/2015)

Nick:
1. Put liaison hour on calendar. (8/20/2015)
2. Invite KS to observe an instruction session. (9/10/2015)
3. Ask PB to set up refdesk email account. (9/24/2015)

Discussion:

1. Action Items
   a. CB added a line in the SAILS script asking students not to leave early.
   b. CB removed the in-page chat widget from Reusable Content and changed the in-page widget to a button on the Reference guide.
   c. DB got coffee cards for the tours.
   d. DB still needs to invite ND to an instruction session.
   e. DB has not heard back from Sarah Connelly about the part-time reference position so there won’t be any internship candidates from OU SLIS.
   f. PB has not drafted an email for Shelli Sharber to send to Library Media Specialist students.
      i. Some of these students may be interested in the open Circulation Assistant position.
   g. Since there is already a patron-side monitor at reference, PB is unable to add a third monitor.
   h. PB has acquired a different monitor for the Instruction Room but it needs an adapter.
   i. PB has put a recurring liaison hour on his calendar.
   j. PB has not yet finished his LibGuides revisions.
   k. PB still needs to invite ND to an instruction session.
   l. KS is waiting to receive GSR images from Sam.
   m. KS has spoken with AL about contacting Holly Sewell but hasn’t heard back. KS will remind AL about this.
   n. When the new GSR image is added to the carousel KS will ensure that it is not obscured by the dots.
   o. KS invited ND to an instruction session.
   p. KS and ND are no longer working on putting a chat widget in the catalog since it is in the header.
   q. Chat is featured in the current draft of the newsletter.
   r. ND still needs to put a recurring liaison hour on his calendar.
   s. ND still needs to invite KS to observe an instruction session.
i. ND should do this ASAP in case he does not get any more instructions for the semester.
ii. ND should consider contacting other Chemistry instructors to offer instruction since he is already doing instruction for Dwight Myers.

2. SAILS Debrief
   a. For UNIV 1001 there were a total of 607 tests and 603 were freshmen.
   b. For UNIV 3001 there were 138 tests with a range of sophomores, juniors, and seniors.
      i. Hopefully Katricia will work with advisors to get students to take the test at the appropriate time.
   c. Adding the line to the script asking students to stay until the end of the class was very helpful and reduced distractions.
   d. About 1/6 of the freshman who took the test are international students. Many of them found the test more challenging so this may show up in the results.
   e. Danley 105 is not ADA compliant. Students using wheelchairs must use instructor computer.

3. UNIV 1001 Tours Debrief
   a. Due to a clerical mix-up, two sections were unable to make it to their tours. The reflections for these sections will be kept separate since their students’ experiences will be different.

4. Scaffolding
   a. Doug Weirick is dragging his feet on the EHS scaffolding project.
      i. PB will remind Weirick that this is part of his evaluation document.
      ii. If there has been no progress by the end of the semester, PB will target a new department to work with.
   b. KS doesn’t have as much support in Communications since Kurt Edwards resigned.
      i. She may want to target Art or Biology instead, given her stronger connections with those departments.

5. Instruction Reminders
   a. Give out criterion cards.
   b. Schedule peer observations.

6. Reference Staffing
   a. The Instructional Services Committee has done as much research as they can on this topic.
      i. Db will meet with AL to go over options.

7. Springshare
   a. LibAnalytics is still available for anyone who wants to use a form for their department.
   b. DB and KS will meet about setting up the FAQ.
   c. KS is interested in using LibSurveys.
      i. It may be possible to migrate forms from Jotform.
      ii. KS will oversee LibSurveys and do any necessary training.
   d. DB is continuing to implement LibInsight.
8. Future meetings
   a. The meeting on 9/17 is cancelled.
   b. DB and NM will schedule future meetings.

9. Reference and Instructional Topics
   a. Missed Chats
      i. If the patron left their full name and email address, then whoever is on
         reference should follow up with the patron via email.
      ii. After following up, the person on reference will delete the missed chat
          so that no one else tries to follow up.
      iii. Converting missed chats to tickets may streamline this process.
   b. Checking the refdesk email.
      i. A Jotform email came in through the quarantine. Future jotform
         emails should bypass the quarantine.
      ii. Whoever is at the Reference Desk at 4:00 needs to check the refdesk
          inbox for the quarantine email.
   c. Servers will be down on Saturday, 9/12. KS will make sure Kaylie knows how
      to get to Blackboard so she can show students.
   d. The color copier is still out of service. If PB decides color printing is too
      taxing, use black and white handouts.
   e. Jobs over 100 pages must go through Mail and Printing.
   f. KS is training Kaylie on answering level I and II questions on Saturdays.
      i. Once she’s in LibAnswers, she’ll log higher level questions as referrals.
   g. The upper left corner of the GSR whiteboard is coming apart from the wall. It
      will need to be glued or reattached to the wall.
   h. PB will make a sign for the GSR telling people how to check out projector
      remotes.

Next Meeting: 09/24/15
Instructional Services Committee Meeting
09/24/2015
In attendance: PB, DB, KS, ND, NM

Next meeting: 10/08/15

Agenda for 09/24/15:

1. Action Items
2. Springshare
3. Reference Desk Staffing
4. Summer Workshop
5. Tutorial Plan
6. Posters
7. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments, including perhaps a link in LibGuides profile.
- Create LibChat flyer for midterms.
- Learn how to make forms in LibSurveys.

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. **Send ideas for summer workshop and tutorials to NM. (10/8/2015)**
3. Add instruction effort to performance evaluation document. (11/12/2015)

Dana:

Patrick:

1. **Invite ND to an instruction session. (9/10/2015)**
2. **Replace Instruction Room monitor with a rectangular monitor. (9/10/2015)**
3. **Set up Reference Desk computer and ND and KS’s computers to connect to color printer. (9/24/2015)**
4. **Add refdesk email to ND’s office computer. (9/24/2015)**
5. Meet with DB to finalize LibGuides updates. (10/8/2015)
6. **Add arrow pointing to computer hookup to the GSR sign. (10/8/2015)**

Katie:

1. **Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)**
2. Remind AL to speak with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (10/8/2015)

Nick:

Discussion:

1. Action Items
a. There is not enough interest in the internship so the topic is tabled for now.
   i. PB might try pursuing it with Shelli later.

b. PB created a sign for the GSR telling patrons how to check out the projector and screen remotes. It will be laminated and put on the bulletin board.
   i. PB will add “computer hookup” to the sign and an arrow to the sign that points to the cable.

c. PB has fixed most LibGuides issues but will meet with DB to finalize the changes.

d. PB still needs to set up the refdesk email on ND’s computer.

2. Springshare
   a. LibAnswers
      i. The knowledge base will consist of questions from the “no” list as well as other frequently asked questions.
      ii. The FAQ is DB’s responsibility according to previous documentation.
   b. LibSurveys
      i. KS is working on moving all forms out of Jotform and into LibSurveys.
      ii. KS created a Blackboard shell request form.
         1. It automaticallyResize, collects stats, and emails the user.
         2. KS is working on a reserves form.
         3. The instruction request form is next.
         4. Forms can be linked or embedded.
         5. Librarians can meet with KS to make new forms for their department.
   c. LibAnalytics
      i. The LibAnalytics form will be left alone for now but is available if other departments want to use it.

3. Reference Desk Staffing
   a. This topic is tabled until the new IS librarian is hired.

4. Summer Workshop
   a. Previous workshops
      i. Handout workshop in 2011
      ii. Faculty communication workshop in 2012
      iii. Information literacy in February, 2014
      iv. Information literacy in 2014
   b. AL’s ideas
      i. Teaching methods
      ii. New instructional technologies
      iii. How to make ourselves better
   c. Other ideas
      i. Shared lesson plans
      ii. Send other ideas to NM.

5. Tutorial Plan
   a. NM will work on a tutorial plan with the new IS librarian.
   b. DB suggested tutorials dedicated to each citation style.
   c. Librarians will send NM ideas for new tutorials.
6. Information Literacy Posters
   a. Posters 1, 2, and 4 are good; 3 is the weakest.
   b. It may look better to have a series to span the wall, rather than just one.
   c. Librarians will bring comments to the next meeting.

7. Reference and Instruction Topics
   a. NM created a document to explain how to convert missed chats and emailed reference questions into tickets in LibAnswers.

Next Meeting: 10/08/15
Next meeting: 11/05/15

Agenda for 10/08/15:

1. Action Items
2. Workshop Debrief
3. Tutorials
4. LibSurveys
5. LibCal
6. Summer Workshop
7. Posters

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. **Fix Deciphering Your Assignment tutorial in course guides. (10/22/2015)**
3. Add instruction effort to performance evaluation document. (11/12/2015)

Dana:

1. Write up workshop timelines. (11/05/2015)
2. Send ideas for summer workshop and tutorials to NM. (11/05/2015)

Patrick:

1. **Set up ND and KS’s computers to connect to color printer. (9/24/2015)**
2. Add refdesk email to ND’s office computer. (9/24/2015)
3. **Add arrow pointing to computer hookup to the GSR sign. (10/8/2015)**
4. Send ideas for summer workshop and tutorials to NM. (11/05/2015)
5. Fix Deciphering Your Assignment tutorial in course guides. (11/05/2015)
6. Ask IT about wifi in instruction room. (11/05/2015)

Katie:

1. **Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)**
2. Remind AL to speak with Holly Sewell about receiving updates on faculty and staff resignations and new hires. (11/05/2015)
3. Send everyone Powerpoint from previous IMLS workshop. (11/05/2015)
4. Send ideas for summer workshop and tutorials to NM. (11/05/2015)
5. Fix Deciphering Your Assignment tutorial in course guides. (11/05/2015)

Nick:

1. **Send ideas for summer workshop and tutorials to NM. (11/05/2015)**
2. Fix Deciphering Your Assignment tutorial in course guides. (11/05/2015)

Natalie:

Discussion:

1. Action Items
   a. PB invited ND to an instruction session.
   b. PB replaced the instruction room computer.
   c. PB connected the reference desk computer to the color printer.
      i. Still needs to connect KS and ND’s computers to the color printer.
   d. PB still needs to add the refdesk email to ND’s office computer.
   e. KS followed up with AL about receiving updates on faculty and staff turnover.
      i. She will follow up again by next meeting.

2. Workshop Debrief
   a. Sharing reference and instruction among librarians makes our instruction program better.
   b. PB tried question card technique with good results.
      i. Asked students to write down one thing they would like to learn about library resources and one thing they found challenging about research.
      ii. Many students were curious about ILL.
         1. Clicking “full-text” is not always the best research approach.
         2. It may be beneficial for some classes to learn about ILL.
      iii. PB will explore ways to expand on this approach in future sessions.
   c. DB tried whiteboard question idea.
      i. Asked students for questions on APA guidelines.
      ii. KS hopes to develop a class just for APA style.

3. Tutorials
   a. Tutorials in subject and course guide blueprints are fixed.
   b. The Deciphering Your Assignment tutorial needs to be separated from the Assignment Requirements box in each course guide.
      i. Librarians will cut the tutorial html from the bottom of the Assignment Requirements box and then map the Deciphering Your Assignment tutorial from reusable content.
      ii. This only needs to be done for existing course guides, not for any created in the future.

4. LibSurveys
   a. KS created a new reference form.
      i. The link in the chat delayed claim message still goes to Jotform.
   b. KS has created other forms in LibSurveys, including reserves request forms and criterion card forms.
      i. Students often don’t want to lose the keywords they brainstormed when they turn in their criterion 3.2 cards. The online form would allow students to receive the keywords they generated in an email.
ii. The forms could be embedded in course guides for a limited time which would record the course they were used for.

iii. Criterion assessments must be administered during the instruction session so the online form will not be useable until the netbooks are useable.

c. All library forms will ultimately be migrated to LibSurveys.
   i. KS will teach everyone how to create forms but each department will be responsible for creating their own forms.

5. LibCal
a. KS investigated how to use My Scheduler for setting up appointments with students and faculty.
   i. Each librarian can embed a calendar in their profile box with their availability.
   ii. There are ten My Scheduler instances available.
   iii. It can be synced with Outlook.

b. LibCal can also be used to set up library hours.
   i. The library hours calendar can be embedded in the About the Library page and will update automatically for intersessions.
   ii. KS will train Jen to use this feature.

6. Summer Workshop
a. No ideas yet.

b. Everyone will send at least one idea to NM by next meeting.

7. Posters
a. The central theme will be information literacy with one central poster and multiple posters surrounding it, similar to the one for the research process.

b. NM will choose either poster 1 or 2 to be the main poster for the theme.

8. Reference and Instruction Topics
a. KS suggested that the handouts at the reference desk be revised.
   i. This project will be folded into tutorial plan.

b. The netbooks are currently useless due to their issues connecting with the wifi.
   i. It’s unclear whether this is a problem with campus wifi or with the netbooks themselves.
   ii. Either way, PB will contact IT about this.

Next Meeting: 11/05/15
Next meeting: 01/07/15

Agenda for 11/05/15:

1. Action Items
2. Posters
3. Reference Schedules
4. Peer Reference Evaluations
5. LibAnalytics Forms
6. LibApps Hierarchy
7. Workshops
8. Color Copier
9. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.

Action Items:

All:

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

Dana:

1. Talk with Jennifer Snell about Juvenile Collection reading levels project. (1/7/2016)
2. Look up pricing options for new color copier. (1/7/2016)
3. Change price of color copies. (1/7/2016)

Patrick:

1. Set up KS’s computers to connect to color printer. (9/24/2015)
2. Put a clock in the GSR. (1/7/2016)

Katie:

1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
2. Get feedback from AL about receiving updates on faculty and staff resignations and new hires. (1/7/2016)
3. Talk to Jen about using LibStaffer. (1/7/2016)

Nick:

Discussion:

1. Action Items
   a. DB will contact Jennifer Snell about coding reading and grade levels into Juvenile Collection.
b. Everyone fixed the Deciphering Your Assignment tutorial on their course guides.
c. Everyone sent NM workshop and tutorial ideas.
d. DB had server issues with netbooks.
   i. She spoke with Jeremy Bennett about the netbook connectivity issues.
e. Librarians will add instruction effort section to their evaluation documents.
f. DB wrote up a timeline of workshops librarians have attended.
   i. Future workshops will be added.

2. Posters
   a. Subtitles overlap and are hard to read. Contrasting colors should fix this.
   b. Overall, they look good.

3. Reference Schedules
   a. Dead week and finals week
      i.
   b. NM will send out correct version of spring schedule as well as the intersession schedule.
      i. PB needs to be able to go home Thursday afternoon so his assigned shift may not work.
      1. He could ask Sam to stay longer at the desk during weeks when the IS Committee meets.
      2. PB will consider options and let everyone know.
      ii. NM will work Wednesday night reference shift.

4. DB reminded librarians to complete their peer reference evaluations.

5. LibAnalytics Forms
   a. NM is now using a LibAnalytics form for instruction stats.
   b. She is also migrating the evaluation forms to LibAnalytics.

6. LibApps Hierarchy
   a. DB created a document showing LibApps administration and responsibilities for each librarian.
   b. KS will talk to Jen about using LibStaffer to schedule student assistants.

7. NM will put the list of workshop ideas on the K drive.

8. Color Copier
   a. DB suggested getting a color copier or printer for Instructional Services.
      i. Any instruction-related copies would be made by the IS department.
      ii. The IS department will get its own color copier and the existing one will be left downstairs for public use.
      iii. A color printer would be cheaper upfront but more expensive in long run with supplies.
   b. DB will look into color copier pricing.
   c. All agreed that the cost of color copies should be lowered to 25 cents.

9. Reference and Instruction Topics
   a. DB reminded librarians to include details in the llstaff calendar instances for their instruction sessions.
      i. This is important in case another librarian needs to cover an instruction session.
ii. This is also a good place to keep track of documents used in sessions.

b. The IS department developed new instructional handouts to display on the wall near the reference desk.
   i. The librarians approved the new handouts so the IS department will get them printed.
   ii. NM will make a stronger delineation between steps two and three on the research handout.

c. Patrons should be given a two minute warning to pick up their printouts.
   i. Make sure Circulation students follow through with recycling printouts that haven't been picked up.

d. PB will buy a clock to hang in the GSR.

e. PB hasn't sent the print problem logs in several months.
   i. He will start sending them again every two weeks.

f. NM suggested enabling the option to “require RefAnalytics on chat close” which would make it easier to record chat transactions but she couldn't get it to work.

g. How to record classes visiting the library
   i. Occasionally professors will conduct class in the library and they should receive credit for these visits.
   ii. Whenever the reference librarian notices a class is visiting the library they should record it on the llstaff calendar as a Non-instructional Visit and include the faculty and course information whenever possible.
   iii. These will be recorded as instruction sessions for the purposes of the annual report, even though they are “non-instructional” visits.

Next Meeting: 01/07/16
Next meeting: 01/21/16

Agenda for 01/06/16:

1. Action Items
2. UNIV 1001
3. Calendar Instances
4. LibInsight
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.

Action Items:

All:

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

Dana:

1. Look up pricing options for new color copier. (1/7/2016)
2. Change price of color copies to $0.25. (1/7/2016)

Patrick:

Katie:

1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
2. Talk to Jen about using LibStaffer. (1/7/2016)

Nick:

Discussion:

1. Action Items
   a. Everyone added instruction effort to their evaluation documents.
   b. DB has not heard back from Jennifer Snell about the juvenile collection reading levels project.
   c. A new vend unit that accepts cards will cost twice as much as one that doesn’t. DB is waiting on quotes for both types.
   d. DB hasn’t heard back about pricing for the color copier.
   e. PB connected the color printer to KS’s computer and added a clock to the GSR.
   f. AL emailed Holly Sewell about new hires and resignations.
   g. KS still working on bootstrap coding.
2. UNIV 1001
   a. NM handed out schedules.
b. NM revised the features packet. The new version will be used from now on.

3. Llistaff Calendar Instances
   a. A poster session will be called “research posters” in calendar instances, instruction statistics, and in the annual report.
   b. Course guides, tutorials, and handouts are “instructional material” and should still have a calendar instance, even if there is no face to face.
   c. Non-instructional library visits
      i. Librarians should email faculty who they know use the library for non-instructional visits. Let them know that they get credit for these.
      ii. These should be given calendar instances with the instructor and class name if possible.

4. LibInsight
   a. Datasets can be created to compare and analyze data collected by each Springshare product.
   b. Up to three variables can be chosen to compare.
   c. Users can download reports and generate vector images of charts.
   d. As of now there are datasets for
      i. SMS, Tickets, & Chats
      ii. Group Study Room
      iii. LibGuides
         1. Shows public guide hits
         2. User sessions
      iv. EBSCO

5. Reference and Instruction Topics
   a. The LibAnswers FAQs will go live after the MLK Jr. holiday.

Next Meeting: 01/21/16
Next meeting: 03/03/2016

Agenda for 02/11/16:

1. Action Items
2. UNIV 1001 Debrief
3. SAILS Results
4. Criterion Card Online Responses
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.

Action Items:

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

Dana:
1. Reschedule next meeting. (3/3/2016)
2. Bring three multiple choice homepage poll questions. (3/3/2016)
3. Meet with Assessment and General Education committees about the continuance of SAILS. (3/3/2016)

Patrick:
1. Bring three multiple choice homepage poll questions. (3/3/2016)

Katie:
1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
2. Bring three multiple choice homepage poll questions. (3/3/2016)

Nick:
1. Bring three multiple choice homepage poll questions. (3/3/2016)

Natalie:
1. Revise and send SAILS letter to librarians. (3/3/2016)
2. Test netbooks again once their drivers have been updated. (3/3/2016)
4. Figure out how to download instruction stats into LibInsight. (3/3/2016)
5. Bring three multiple choice homepage poll questions. (3/3/2016)
Discussion:

1. Action Items
   a. DB found price for new color copier: $5832.52
      i. All copiers will be traded in.
      ii. Two new black and white copiers will be purchased for public use on the second and third floors.
         1. They will also have scanners.
         2. They will not accept credit cards.
      iii. The new color copier will go in the Instructional Services department.
      iv. New color copier will go in IS/PS suite
      v. Work out SOP for making color copies
   
   b. Libwizard is on the budget request sheet.
   c. Lynda subscriptions will not be renewed.
      i. NM will download course materials before subscription runs out (end of February).

2. UNIV 1001 Debrief
   a. Tours went well
   b. By all accounts, freshmen seemed particularly enthusiastic this semester.
      i. NM will ask Jami Graham about what may have been done differently this semester to get the freshmen more engaged.

3. SAILS Results
   a. Seniors are still scoring lower than juniors.
   b. Juniors are again the highest scoring demographic.
   c. Evaluating Sources seems to be ECU students’ best skill set, possibly because of the library’s emphasis on the CRAAP test.
   d. UNIV 3001 will be discontinued starting in fall.
      i. DB will meet with the Assessment Committee and the General Education Committee to talk about how to proceed.

4. Criterion Card Online Responses
   a. KS tested Criterion 3.2 form on a biology class.
      i. Everybody who brought a smartphone was able to participate.
      ii. She received 13/20 responses.
   b. The online form is not identical to the paper form since it doesn't have the hint.
   c. This method eliminates students who don’t have smart phones.
      i. The paper form could be given to students who don’t have a smartphone as long as the forms are identical.
      ii. Paper forms can be entered by the librarian
   d. Criterion 1.2 form
      i. Students find the form useful for generating search terms but then it is taken from them.
      ii. Having it online means they can email their responses to themselves.
   e. Librarians could distribute print versions of the online form for students who don’t have smartphones.
f. When the netbooks are operational, students will be able to use those to fill out the online form.

5. Reference and Instruction Topics
   a. Monthly poll on the library homepage
      i. This could be accomplished using LibSurveys.
      ii. The questions will be multiple choice.
      iii. It might be a good rotating image.
      iv. It could also go next to the chat button.
   b. Using LibSurveys for evaluations won’t work.
      i. It wouldn’t be confidential.
      ii. Instructors often failed to fill out their SurveyMonkey evaluations.

Next Meeting: 03/03/2016
Next meeting: 3/24/2016

Agenda for 3/2/2016:

1. Action Items
2. Homepage Poll Questions
3. LibWizard
4. Reference Staffing
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.
- Continue reference staffing discussion

Action Items:

All:
1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Email NM problematic day time reference hours for potential student coverage. (3/24/2016)

Dana:
1. Meet with Assessment and General Education committees about the continuance of SAILS. (4/20/2016)

Patrick:
1. Ask IT to return netbook. (3/24/2016)
2. Email DB about taking a 4-8 shift during dead week and finals week. (3/24/2016)

Katie:
1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)

Nick:

Natalie:
1. Send out revised reference schedules. (3/24/2016)
2. Compile reference staffing discussion from IS minutes. (3/24/2016)

Discussion:

1. Action Items
   a. DB rescheduled all IS meetings for the semester.
   b. DB will meet with the Assessment and General Education committees toward the end of April to discuss the continuation of SAILS.
c. NM downloaded Lynda.com files.
   i. LinkedIn bought Lynda.com.
   ii. A representative called DB and she referred them to Katricia Pearson.
   iii. It could be relatively cheap to purchase licenses for the whole campus.
d. DB has used the netbooks effectively in instruction sessions so they no longer need to be tested.
   i. PB will ask IT to return netbook #1.
e. NM asked Jami Graham why the UNIV 1001 students were so enthusiastic this semester; she said they just happen to be a good group.
f. NM transferred instruction stats from LibAnalytics to LibInsight.
g. NM sent revised SAILS letter to librarians.
h. PB, KS, and NM brought homepage poll questions.

2. Homepage Poll Questions
   a. Open-ended or multiple choice
      i. It might be a good idea to start with multiple choice to see how it goes.
      ii. Answers to open-ended answers may need to be screened to make sure they’re appropriate to display on the library website.
         1. On the other hand, patrons may be resentful if they’re responses are filtered out.
   b. KS
      i. Tell us one thing that you want to know more about the library/library resources
      ii. I prefer to use the library [in-person/online]
      iii. What do you wish you knew about the library when you started at ECU?
         1. (or) What advice would you give incoming freshmen? (post during dead week/finals)
      iv. My favorite space in the library is:
      v. I want to see more of this in the library:
   c. PB
      i. How do you like to contact us? Chat, phone, in-person
      ii. What brings you to the library? Computers, study space, etc.
      iii. When do you most often use the library? Morning, evening, etc.
      iv. Whom do you ask assistance with library questions? Librarian, classmates, etc.
      v. What service do you use the most in the library?
   d. NM
      i. Which library service do you use the most?
      ii. When was the last time you visited the library?
      iii. Have you ever asked a librarian for help with your assignment?
   e. DB wants there to be a purpose to the question so that the data can be used.
   f. KS is still working on getting the library Facebook page set up.
      i. KS will talk to Talina Eaker about getting Facebook to unblock the page.
ii. Once it is set up, this could be another good place to put poll questions.

3. LibWizard
   a. Free for one year
   b. Calantha, if hired, will start working with LibWizard.

4. Reference Staffing
   a. OLA conference schedule
      i. The week of the conference and the following week look good to everyone.
   b. Dead week and finals week
      i. PB will email DB about taking one of his 4-8 shifts.
   c. Intersession
      i. PB is planning to be gone during one intersession week.
         1. DB will take Wednesday, May 9th and Monday, May 16th.
         2. KS will take Tuesday, May 17th and ND will take Wednesday, May 18th.
   d. Midnight shifts
      i. DB is unwilling to cut this service unless a librarian position is lost.
      ii. A full-time employee must be present during these hours.
      iii. The reference staffing discussion will continue.
      iv. ND suggested that students could work at the reference desk while a librarian is on-call at a nearby desk, possibly at Circulation.
         1. This would allow the librarian to have more time to work on other tasks, while still being available for reference help if needed.
         2. Another possibility is having both a librarian and a student assistant at the reference desk at the same time. The student assistant would handle the lower level questions, allowing the librarian to have more uninterrupted work time.
   e. Student assistants at the reference desk
      i. NM’s next student assistant will work at the library 20 hours per week and be able to spend more hours at the reference desk.
      ii. Current student assistants could be trained to work at the reference desk.
         1. These students should have at least a year of library experience.
         2. They should also have customer service experience.
         3. Circulation students would probably be best suited to this.

5. Reference and Instruction Topics

Next Meeting: 3/24/2016
Instructional Services Committee Meeting
3/24/2016
In attendance: PB, DB, KS, ND, NM

Next meeting: 4/7/2016

Agenda for 3/24/2016:

1. Action Items
2. Finalize Online Criterion Forms
3. Student Reference Training
4. Reference & Instruction Topics
5. Work on improving library classes with distance education sites (with AL).
7. Look at SAILS areas to target.
8. Continue reference staffing discussion

Topics for future meetings:

__________________________________________________________________________________________

Action Items:

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

Dana:
  1. Email NM day time reference hours for potential student coverage. (4/7/2016)
  2. Update documentation about criterion cards with NM. (4/20/2016)
  3. Look over IS plan with NM. (4/20/2016)
  4. Meet with Assessment and General Education committees about the continuance of SAILS. (4/20/2016)

Patrick:
  1. Email NM day time reference hours for potential student coverage. (4/7/2016)

Katie:
  1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
  2. Email NM day time reference hours for potential student coverage. (4/7/2016)

Nick:
  1. Email NM day time reference hours for potential student coverage. (4/7/2016)

Natalie:
Instructional Services Committee Meeting
3/24/2016
In attendance: PB, DB, KS, ND, NM

Discussion:

1. Action Items
   a. Nobody emailed problematic day-time reference hours to NM.
      i. These would be any hours that are personally problematic for each librarian.
      ii. Librarians should email NM any other hours that would be good for student coverage.
   b. PB got netbook back.
   c. Media Services laptop was stolen.
      i. Won’t be replaced.
      ii. PB has typed up “non-secure location procedures.”
   d. DB is taking one of PB’s dead week shifts.
   e. NM sent out revised reference schedules.
   f. NM sent out compiled reference staffing discussion.

2. Finalize Online Criterion Forms
   a. KS made all suggested changes.
   b. Criterion 3.2
      i. KS added “Who is your librarian?”
      ii. Additional comments added.
      iii. Additional questions can be added by the librarian.
   c. Criterion 1.2
      i. Includes examples
      ii. KS added “Email me my answers” feature.
      iii. KS added a note that entering an email address will mean the response is no longer anonymous.
   d. No progress on instruction form.
      i. Not used often but should still be changed because Jotform has poor usability.

3. Favicons
   a. New favicon is simpler, higher contrast, and oval.
   b. KS is figuring out how to put it in Sierra.
   c. Librarians agreed to use this favicon throughout the library website.

4. Student Reference Training
   a. Elie may or may not come back to the library after this semester but will participate in reference training anyway.
   b. Calantha will be trained at the same time.
   c. There can be some overlap in her training process.
   d. She will probably have her own input in the training process.

5. Reference and Instruction Topics
   a. JD emails evening shift librarians when students won’t be at work.
   b. Safety committee meeting is tomorrow.
   c. No workshop this summer
   d. The reference desk will be left open during faculty association meeting on Wednesday.
e. ND will be doing online training with Innovative on April 5th.
   i. DB will cover 10-12.
   ii. NM will cover 4-6.
   iii. Nick will email and remind (in action items for librarian's meeting)

Next Meeting: 4/7/2016
Instructional Services Committee Meeting
4/7/2016
In attendance: PB, DB, KS, ND, NM

Next meeting: 4/20/2016

Agenda for 4/7/2016:

1. Action Items
2. Peer Evaluations
3. Student Reference Training
4. Instructional Services Documentation
5. Reference & Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.
- Continue reference staffing discussion

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Think about whether it would be beneficial for DB to do instruction evaluations. (4/20/2016)

Dana:

1. Meet with Assessment and General Education committees about the continuance of SAILS. (4/20/2016)
2. Meet with Calantha Tillotson (CT) and the chair of the English Department to discuss how the library can facilitate Freshman Composition I and II.

Patrick:

Katie:

1. Continue to implement Bootstrap coding on homepage to address resizing issues. (7/30/2015)
2. Put criterion cards in reusable content. (4/20/2016)

Nick:

Natalie:

1. Send out proposed changes to IS Plan for approval. (4/20/2016)

Discussion:

1. Action Items
   a. Librarians made suggestions for day-time reference hours for student coverage.
   i. There are no hours that are consistently problematic for librarians.
ii. The consensus was that student coverage from 8 a.m. through the noon hour would be most helpful.

iii. Students won’t be able to cover any hours after 5:00 p.m. However, student assistants could sit at the desk with librarians during evening hours to help answer reference questions.

iv. Student coverage would be especially helpful on Thursday mornings since that’s when meetings and instruction sessions are often happening.

b. DB and NM discussed the Instructional Services Plan as well as other IS documentation.

   i. NM has brought proposed changes to all documentation except for the IS Plan.

   ii. She will send out proposed changes to the IS Plan for approval prior to the next meeting.

2. Peer Evaluations

   a. Reference

   i. DB will not be evaluating librarians, nor will she be evaluated since she is no longer a peer.

   b. Instruction Evaluations

   i. DB foresees not having liaison duties in the fall but is not opposed to doing occasional instruction.

   ii. Librarians will consider whether it would be valuable to have DB do supervisory evaluations of instruction, either scheduled or drop-in.

   iii. These would carry the same weight as peer evaluations in annual performance reviews.

3. Student Reference Training

   a. The students are enthusiastic about the training.

   b. They may be progressing through the program faster than NM anticipated, which is good.

   c. Students will have the opportunity to shadow a librarian in a couple of weeks. Librarians are not expected to do any active training; the students will just be observing.

   d. They will also have the opportunity to be “at the desk” with supervision. Librarians can bring the conference room laptop down to the desk to use while the student is using the reference desk computer.

   e. NM is keeping records of the training process to share with CT.

4. Instructional Services Documentation

   a. The word “dean” is replaced with “director” in all documentation.

   b. The document titled Instructional Assessment Plan actually outlines guidelines for evaluation. DB suggested that it be changed to Instructional Services Evaluation Plan.

      i. Any instances of the word “assessment” were changed to “evaluation.”

   c. DB suggested that “Instructional Assessment Plan” be added to the title of the Criterion 1.2 and 3.2 Standards document.
i. SAILS standards may be added to this document depending on whether the library continues to conduct SAILS testing.

   d. The reference to “assessment” in the opening paragraph of the Instruction Standards and Best Practices document was removed since the rest of the document does not discuss assessment.

   e. DB and NM added notes to the Instructional Services Plan to show CT what has and hasn’t been accomplished.

      i. NM will send this out and librarians will bring feedback to the next meeting.

5. Reference and Instruction Topics

   a. ND enjoys teaching the Freshman Composition instruction sessions and would be willing to teach some of the sections in fall.

   b. The library may get more sections of Freshman Composition if other librarians take on some of the teaching workload.

   c. This will be a discussion to have with CT when she starts.

   d. DB and CT will meet with the English Department chair about standardizing the curriculum for Freshman Composition I and II.

**Next Meeting: 4/20/2016**
Instructional Services Committee Meeting
5/19/2016
In attendance: DB, PB, KS, ND, CT, NM

Next meeting: 6/2/2016

Agenda for 5/19/2016:

1. Action Items
2. Summer Reference Schedule
3. Upward Bound
4. LibGuides Groups
5. Writing Center
6. UnCOILed
7. Assessment Report and SAILS
8. Interesting Stuff/Passing the Baton
9. Reference and Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.
- Continue reference staffing discussion.
- Revise evaluation documents to include virtual reference.

Action Items:

All:

1. *Add reference and instruction topics to the Instruction Committee meeting in Outlook by Tuesday at 5 p.m.*
2. Volunteer to help CT with Upward Bound tours. (6/2/2016)

Calantha:

1. Check with DB about meeting with Mark Walling to discuss how the library can facilitate Freshman Composition I and II. (6/2/2016)
2. Remind Brandi to email Jenny about getting a car for UnCOILed. (6/2/2016)

Patrick:

Katie:

Nick:

Natalie:

1. See if Mary can cover Thursday mornings and put summer reference schedule on the calendar. (6/2/2016)

Discussion:

1. Action Items
   a. DB met with AL about SAILS and has a meeting planned with the Assessment Committee.
   b. KS has finished implementing Bootstrap coding on the homepage.
c. NM revised and sent out IS documents.

2. Summer Reference Schedule
   a. Reference hours will be 8:00 a.m. to 7:00 p.m.
      i. The 8:00 hour will be on-call.
   b. DB will take Tuesday mornings 9:00 a.m. – 12:00 p.m. except for one Tuesday when she will attend AAC.
   c. NM will see if Mary can cover 10:00 a.m. – 1:00 p.m. on Thursdays. Otherwise, Sam will have to cover it.
   d. PB should be back from his trip in time to cover June 7th at 4:00 p.m.

3. Upward Bound
   a. CT will do the tours for regular Upward Bound.
      i. It would be a good idea for her to ask NM or a student assistant to help with the tours.
      ii. Another librarian will volunteer to help with the first tour.
      iii. CT should do a run-through of the tour to practice.
   b. Math/Science will probably ask for instruction.
      i. There are course guides already created for this.

4. LibGuides Groups
   a. CETL is a separate group with DB as the owner of the guides and Wendy as editor so that she doesn’t show up as a librarian.
   b. The library could be a separate group but every guide would have to be assigned individually to the library group.
   c. This discussion is tabled for now.

5. Writing Center
   a. The Writing Center has been moved to Administration 260.
   b. All student services have moved to the Administration building.
   c. DB updated the Campus Resources box.
      i. CT will need to update it again in fall when their hours change.

6. UnCOILed
   a. It’s happening Friday, July 15th.
   b. CT will remind Brandi to email Jenny to get the car.
   c. PB might go.

7. Assessment Report & SAILS
   a. The Assessment Committee has made a new template and merged two of the former sections and there is now a separate section for analysis.
      i. DB is updating the report and will send it to the librarians when it’s finished.
   b. DB spoke with Robin Roberson about SAILS.
      i. Mid-level classes can be tested on SAILS skill sets as part of each department’s scaffolding project.
         1. The goal is to have scaffolding implemented in a program in each college.
            a. Scaffolding should be implemented in English and Languages for the College of Liberal Arts and Social Sciences.
Instructional Services Committee Meeting  
5/19/2016  
In attendance: PB, DB, KS, ND, CT, NM

ii. Criteria that have always been met will be removed from the report. Instead, the library will concentrate on ones that haven’t always been met.

iii. Robin said all criteria should have indirect measures.

iv. General Education has an information literacy rubric in place which may be useful.

v. SAILS testing will be done online for all UNIV 1001 students in the fall.

1. There are 32 freshman seminar sections.

vi. Robin would be happy to meet with the librarians to discuss assessment sometime this summer.

8. Interesting Stuff/Passing the Baton
   a. DB has updated webpage responsibilities and reusable content ownership in LibGuides and in the documentation.
   b. Librarians should begin checking their subject guides. The Instructional Services Department will check them in July.
   c. This is the last meeting DB will chair; CT will run the meetings, starting with the meeting scheduled for June 2nd.

9. Reference and Instruction Topics
   a. Using LibCal to schedule reference consultations
      i. CT will continue to look into this and bring a proposal to the meeting before the end of August to be implemented in the fall.
   b. Liaison areas
      i. DB has assigned English and Languages and all School of Business programs to CT.
      ii. Human Resources and Nursing will need to be taken by another librarian.

Next Meeting: 6/2/2016
Next meeting: 6/16/2016

Agenda for 6/2/2016:

1. Action Items
2. Summer Goals
3. SAILS/Assessment Update
4. Reference and Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.
- Continue reference staffing discussion.
- Revise evaluation documents to include virtual reference

Action Items:

All:

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

Calantha:

1. Register for UnCOILed. (6/16/2016)

Patrick:

1. Register for UnCOILed. (6/16/2016)

Katie:

1. Bring psychology scaffolding pre and post-tests to next meeting. (6/16/2016)

Nick:

Natalie:

1. Register for UnCOILed. (6/16/2016)
2. Check with DB about whether faculty names need to be reported for consultations. (6/16/2016)
3. Check for a way to add a note in LibAnswers about recording departmental information for reference consultations. (6/16/2016)

Discussion:

1. Action Items
   
   a. PB volunteered to help CT with the first Upward Bound tour.
   b. CT will meet with Mark Walling to talk about English scaffolding.
   c. CT got the car for UnCOILed.
Instructional Services Committee Meeting  
6/2/2016  
In attendance: DB, KS, ND, CT, NM

i. Registration wasn’t open yet but librarians attending will need to register.
d. NM checked with Mary about covering Thursday morning reference but Sam will have to cover these shifts.

2. Summer Goals  
a. CT and NM will work on each goal and bring proposals to IS meetings throughout the summer for comments before bringing them to DB.
b. Reference Staffing Model  
i. Updated version of CT’s homework proposal  
ii. Highest priority  
iii. There will be an assessment/evaluation component.
c. My Scheduler  
i. This is a liaison project and will be moved to librarian meetings
d. Reference Training Manuals  
i. Current training materials are disorganized.
ii. There will be separate manuals for students and librarians.
iii. New Collection Services librarian will be first to undergo new training program.
   1. The goal is for this project to be finished by the end of July so it will be ready for the new librarian.

3. SAILS/Assessment Update  
a. The Assessment Committee has a new template for Assessment Reports.
b. Change in comparison groups  
i. SAILS standards  
ii. Scaffolding assessment scores will be the new point of comparison that replaces UNIV 3001 scores.
   1. Scaffolding assessment will have to be standardized to some degree across departments while still being specialized to each discipline.
   2. Scaffolding assessment scoring will have to be mapped to SAILS standards in order to get meaningful comparisons.
   3. KS is working on this for psychology.
   4. This project won’t be finished until next year.
c. CT will create a proposal for library assessment.  
i. Library assessment will likely be decreased to three standards with two criteria each.
   1. May add a standard for user satisfaction since the library provides a service.
   2. May get rid of 1.2 criterion card.
   3. Students have met criterion 3.2 consistently meaning that it should possibly be removed or made more challenging.
d. The library will continue to administer SAILS to UNIV 1001.
4. Reference and Instruction Topics
   a. Is there a simpler way to record important details of faculty/student consultations?
      i. NM will ask DB if faculty names are necessary for reporting consultations in the annual report for reference.
      ii. NM will look into adding a note to the LibAnswers Add a Transaction page about including department information for consultations.

Next Meeting: 6/16/2016
Next meeting: 6/30/2016

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.
- Continue reference staffing discussion.
- Revise evaluation documents to include virtual reference

Agenda for 6/16/2016:

1. Action Items
2. SAILS Infographic
3. Handout Templates
4. Upward Bound
5. Scaffolding Update
6. Reference and Instruction Topics

Action Items:

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

Calantha:
1. Give librarians three possible dates for viewing mock instruction session. (6/30/2016)
2. Register for UnCOILed. (7/14/2016)

Patrick:
1. Register for UnCOILed. (7/14/2016)

Katie:

Nick:

Natalie:

Discussion:

1. Action Items
   a. Brandi says to wait until July to register for UnCOILed.
      i. NM already registered but hasn’t been paid for.
   b. DB doesn’t need faculty names for reference consultations.
   c. KS brought scaffolding documents to discuss.
2. SAILS Infographic
a. Since there won’t be UNIV 3001 scores to display on the infographic next year, should scaffolding assessment results be displayed on the infographic alongside UNIV 1001 scores?
   i. Librarians think this is possible.
   ii. Will be easier to decide once scaffolding assessment has been mapped to SAILS skill sets.

b. Who do we want to send it to?
   i. In the past the infographic and letter have been sent to all faculty.
   ii. KS and PB think it should still go out to all faculty.
      1. The SAILS infographic has sparked interest in scaffolding in the past.

3. Handout Templates
   a. CT used a handout for the Upward Bound Math/Science class that was not based on one of the templates posted on the Instruction webpage.
      i. DB's evaluation of CT's instruction said that the handout template was incorrect.
      ii. The issue was probably that the research process graphic wasn't on the back.
   b. PB and KS believe that the front of the template is fairly malleable, while the back of the handout must include the research process graphic.
   c. CT suggested revising the handout template.
      i. Research process graphic is a standard part of the template because it maps to course guide layout and is meant to familiarize students with the research process.
      ii. ND, CT and PB think the research process graphic shouldn't be required for every session because it isn't always applicable.
      iii. During fall semester CT would like to evaluate the use and efficacy of the current handout template and discuss possible revisions.
      iv. KS thinks there should be a standard graphic that is on every handout so that students will recognize it.
      v. Maybe a smaller adaptation of the current graphic could be used on handouts for upper level classes.
   d. CT is developing a CRAAP test handout that she will share with the librarians.

4. Upward Bound
   a. Only three groups showed up for tours with CT.
      i. Overall they went well.
      ii. The second tour was actually two groups in one which made the tour difficult.
      iii. CT contacted Tonya Harrell about tour scheduling issues but hasn’t yet heard back.
   b. CT taught two sessions of Upward Bound Math/Science.
      i. DB evaluated one of the sessions.
      ii. They went well despite poor classroom management on the part of the instructors.
iii. CT has set up secondary sessions and tertiary sessions may be set up as well.
c. CT has a mock instruction coming up.
   i. She would like librarians to use peer evaluation forms for this.
   ii. NM will round up student assistants to participate in the session.

5. Scaffolding Update
   a. CT met with Dr. Walling.
      i. He was on board with setting up scaffolding the English department.
      ii. They exchanged student learning outcomes.
      iii. While the psychology department has the APA, the English department does not have an external accrediting body.
         1. They are in the process of standardizing their standards and curriculum, particularly for Freshman Composition I and II.
         2. CT will participate in updating the English department-created textbook.
      iv. CT will be working with Dr. Walling about Quality Matters.
      v. They will be forming a committee in July or August.

   b. CT is going to create standard documentation for the scaffolding process to streamline setting up scaffolding in future departments.

   c. KS brought psychology scaffolding materials to familiarize librarians with the scaffolding process.
      i. KS and CT may combine and revise existing documentation.
      ii. Pre and Post-tests
         1. KS is working with Robin Roberson to revise and standardize pre and post-tests for clarity and usability across disciplines and curricula.
         2. The questions mostly map to SAILS skill sets.
         3. The pre and post-tests are the same and given on Blackboard.
            a. Robin has suggested having instructors administer the pre and post-tests, rather than the librarian.

      iii. Skills Scaffolding Matrix
         1. KS explained outcomes and librarian actions for each tier.
         2. KS is mapping outcomes for each tier to the SAILS skill sets.

   d. KS will walk CT and PB through scaffolding materials and process in detail in July.

6. Reference and Instruction Topics
   a. No topics this week.

Next Meeting: 6/30/2016
Next meeting: 7/14/2016

Agenda for 6/30/2016:

1. Action Items
2. Reference Staffing Model Proposal
3. Tutorial Statistics Tracking
4. Reference and Instruction Topics

Topics for future meetings:

- Work on improving library classes with distance education sites (with AL).
- Look at ways to promote reference appointments with My Scheduler.
- Look at SAILS areas to target.
- Continue reference staffing discussion.
- Revise evaluation documents to include virtual reference

Action Items:

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

Calantha:
1. Register and turn in travel form to Brandi for UnCOILed. (7/14/2016)

Patrick:
1. Register and turn in travel form to Brandi for UnCOILed. (7/14/2016)
2. Bring feedback on reference staffing proposal. (7/14/2016)

Katie:
1. Bring feedback on reference staffing proposal. (7/14/2016)

Nick:
1. Bring feedback on reference staffing proposal. (7/14/2016)

Natalie:

Discussion:

1. Action Items
   a. CT scheduled a mock instruction session for the other librarians to attend.
2. Tutorials Statistics Tracking
   a. Tutorial links are all mapped from Library Tutorials guide in Reusable Content.
   b. All rich text tutorial links have been changed to assets – either links or widgets – so that LibGuides will track their clicks.
In attendance: PB, KS, ND, CT, NM

3. Reference Staffing Proposal
   a. CT will go over the proposal in detail today. Librarians should send
      comments for the next meeting.
   b. Staffing
      i. DB wants librarians on the desk during the day, especially during
         peak hours.
         1. Originally librarians were only going to be on the desk for
            evening shifts but on-call during the day for PRAs to be able to
            refer level IV questions.
         2. DB thinks librarians won’t be visible enough to patrons if they
            are only on-call during the day.
         3. Another option is for the librarians to be at the desk during
            peak hours and PRAs be at the desk for evening shifts with a
            librarian on-call in the evenings.
            a. KS is okay with working at the desk in the evening. PB
               and ND would prefer to be on-call in the evening while a
               PRA is at the desk.
            b. The librarians agreed to a compromise in which the
               PRAs are at the desk for part of the five hour evening
               shift. Whichever hours are busiest based on the data,
               the librarian will be at the desk
      ii. Six PRAs will work at the desk 4-8 hours per week, except for the IS
          student assistant who will work at the desk 10 hours per week.
          1. Although Mary and Trevor have received some training, they
             will go through the planned training process in the fall with the
             other PRAs.
          2. PRAs will be recruited from Circulation and have worked for
             the library for a year. They must have gotten only As and Bs on
             their end-of-semester evaluations.
          3. Level IV questions will be referred to the librarian on-call.
   c. Student Assistant Budget
      i. Since the PRAs are coming from Circulation, Jen will overschedule for
         “special projects” during which students will be at the reference desk.
      ii. She currently doesn’t have enough budgeted hours for this.
      iii. Either the IS department needs a bigger budget or Circulation does.
          1. KS is okay with adding one FTE to the Circulation budget, if DB
             approves. This FTE which would be dedicated to the reference
             desk.
   d. Assessment
      i. The new reference staffing model was motivated by the needs of the
         librarians but should still take patron satisfaction into consideration.
ii. To assess patron satisfaction with reference services, the IS department will administer short pre and post surveys at beginning and end of year using LibSurveys.

iii. To assess how the PRAs feel about the new system, the IS department will hold a focus group for PRAs. CT has already contacted IRB about this.

e. Training

i. All PRAs, including those who have received some reference training, will start with a three hour “boot camp”.
   1. This will happen on a Sunday in August after school has started.
   2. The Safety Committee will hold training on the Sunday before the first day of classes.

ii. The PRAs will be split into three pairs. Each pair will attend 10 hours of training with NM, plus four hours of shadowing librarians.

iii. PRAs will be evaluated at the end of the semester.
   1. If librarians see misbehavior at the desk, they should let NM know.

f. CT would like any additional feedback on the proposal sent to her by Thursday, July 7th.

4. Reference and Instruction Topics
   a. No topics this week.

Next Meeting: 7/14/2016