



Librarians Committee  
Tuesday, Nov. 13, 2012  
Meredith College  
Meeting Emphasis--Circulation

Laura Davidson, Presiding

**In attendance:** Laura Davidson, Dean of Library Information Systems, Donna Garner, Circulation Supervisor, Meredith College; Carolyn Argentati, Deputy Director of Libraries, Nancy Kress, Head of Access and Delivery Services, NC State University; Fred Sills, Document Delivery and Circulation Manager, Mary Holt, administrative assistant to the Dean of the Library, Saint Augustine's University; Velma Williams, collection development and circulation, Shaw University; Jenny Spiker, CRC Director. (Nate Hellmers, William Peace Library Director, had to cancel at the last minute because of a sick child).

Laura Davidson, chair of this year's committee, welcomed everyone to the Carlyle Campbell Library at Meredith and asked everyone to introduce themselves and give updates on their library's activities.

The group approved the minutes from the October 27, 2011 meeting.

**Updates from each library:**

Meredith College: Laura Davidson

- The library staff recently completed a self-study and now has a new strategic plan, which is a part of the college's overall new strategic plan.
- One main theme that arose from the self-study data was about the need to improve the building and spaces. They will bring in a building consultant to work with them on that aspect.
- They have restored some hours that were recently cut back and now will be open 24 hours during major exam periods.
- They continue to work on temperature control as it's often too cold.
- They have beefed up their movie collection as entertainment video circulation accounts for about a quarter of their circulation.

Shaw University: Velma Williams

- SACS preparation has dominated their activities this last year and now those reports are in.
- They were able to purchase 500 new books recently.
- They are doing lots of weeding out in the book collections.
- They have new computers in the downstairs learning commons and are finding out that the students love hanging out at the library now.
- They go back and forth about whether to have coffee available—no decision yet.
- Staff members continue to share responsibilities as everyone wears many hats.
- They also have temperature problems—from no heat to feeling like a sauna.
- She asked if anyone knew of any grants for archive revival or facilities; please send names to her.

Saint Augustine's University: Fred Sills

- They are in the second stage of their library renovation. After adding rooms their circulation numbers are up. The 1<sup>st</sup>-floor is now all electronic and the second floor is more traditional.
- They are also having more faculty-scheduled meetings in the library.

- Their major archives project is processing all of the materials from Dr. Prezell Robinson, whose tenure as library leader goes back to the 1950s.
- They are also digitizing yearbooks and related materials.

#### NC State University: Carolyn Argentati

- The new James B. Hunt Jr. Library on Centennial Campus opens on Jan. 2, 2013.
- Primary user groups are the College of Engineering and the College of Textiles; the Hunt Library is a second main library that will also support all disciplines.
- The state-of-the-art automated book delivery system in the Hunt Library is called the bookBot, with a capacity of 2 million volumes. Non-NCSU users will be able to have a guest account with an open-hold process for using materials stored in it.
- There is a backfill plan to create more user study and collaborative space in the D.H. Hill Library after the Hunt Library is open.
- They have good news about new staff positions for the new library. They received \$1 million of the \$2 million request from the legislature so now can offer the same 24/5 schedule of hours for both main libraries.
- Susan K. Nutter, Vice Provost and Director of Libraries, and Carolyn Argentati, Deputy Director, will split time their time between the two libraries.
- They are capitalizing on the opening of the new building to refresh their customer service emphasis. For example, they're having library staff wear special t-shirts to identify them easily to encourage students to get help.
- The Hunt Library will add about 1,750 study seats.

#### **New library staff**

- Nancy Kress has been at the NCSU Libraries for the past nine months. She is focusing on management and appreciates that opening the new library helps them rethink all kinds of things about their service standards in all of their libraries. She came here after working in the library at the University of Nevada-Las Vegas and before that at the University of Chicago
- Mary Holt arrived at Saint Augustine's in the last month. She worked most recently for a medical office in this area but actually worked in her library while in high school. She is the assistant to Library Dean Clevell Roseboro.

#### **A look at CRC circulation charts** (attached)

- Carolyn Argentati, who prepares the data from the NC State libraries, asked if the other libraries could report on similar data on CRC borrowing from their colleges. Fred said he could do that for Saint Augustine's. The others said they would find out if that is possible.
- In looking at the data, Velma Williams from Shaw said she thinks their students' numbers being down for the number of materials checked out from NCSU may be a sign that Shaw's library staff is doing a better job of marketing of their own library's resources. They have been making a big push with freshman studies classes and their adult education sites.

Carolyn was asked if CRC students would have the same hours to use the Hunt Library as they've had for D.H. Hill. She said yes—daily up until 10 p.m.

#### **Summer CRC Library Workshop**

The committee discussed their observations about last summer's workshop and then brainstormed for ideas for the summer 2013 workshop, the sixth one.

- Should we have some concurrent sessions again? To broaden the array of topics, the group recommended that the workshop committee consider some concurrent sessions as in the first years of the workshops.

- Topics—what are the challenges now?
  - The topics that came up first were reference, instruction and information literacy
  - But the one that seemed to dominate was customer service with subtopics like these:
    - Roving staff—getting out behind the desks—with an emphasis on student assistants
    - Libraries without walls—taking the staff to classrooms
    - Support for distance education students
    - What is the baseline experience for the student? What do we have to get right? (e.g., restrooms, seating, wifi working)
    - IT and printing
    - engagement with student life
    - Work on getting people together
    - **\*\*\*\*What has to be right 100% in our libraries? Make that the emphasis—the holistic user experience**
  
- **Each library director will appoint a person for the workshop committee. That committee will meet during the spring semester to plan the workshop.**

### CRC membership from other institutions

- Wake Tech—Jenny Spiker reminded the group that the CRC Board of Directors will vote at the end of this month on whether to invite Wake Technical Community College to CRC membership. She said if they join, a group would be set up to help with the transition and one of the major topics would be the effect on CRC libraries, especially NC State's. There was some interest expressed in including the Campbell University Law Library in some way as all the current members have pre-law students.

CRC Library Agreement Document—It was suggested that we consider updating the basic CRC Library Agreement. Some of the numbers are out of date and it needs to be made more general.

### Circulation Discussion

The emphasis of this meeting was on sharing about circulation.

#### The renewal period

- Donna from Meredith said that sometimes students are misinformed about who needs what for checking out materials from other campuses.
- What is the current checkout period? All agreed it is two weeks. There's a grace period and then a fine. Think about it as a two-week period. Some colleges think in terms of second checkout periods instead of a renewal period.
- Several students have been blocked from graduation because of fines.
- The processing fee at NC State for overdue/billed books is \$25 per book.
- The theory behind which books are appropriate to get from the other schools is that the librarian at the home school agrees that it's a legitimate request.
- **After this discussion it was suggested that maybe it's time to take a new look at the renewal process. Perhaps it's time to consider a longer loan period with no renewals. The new library climate may mean that it's time to be more flexible with renewal periods.**
- How does NCSU help us avoid the end bill for the college? Students receive email notices for overdue items. Nancy will check on the specific processes. At some point, they stop notifying the borrower and notify the institution.
- Fred from Saint Augustine's said that they email the students to get the books back. They set aside an afternoon to take books back.

#### Assessing need

- The group agreed that the library borrower slips seem to be working to assess what students and faculty need. Some libraries generate a wish list by looking at the slips for other libraries. That way

they assess trends. Velma from Shaw said they've used accreditation processes to help determine some of their collection needs and found, for example, they needed more for social work courses.

### **Ideas for more sharing**

The group suggested we have a small workshop/meeting that focuses on **collection development** for staff most directly involved in that. It would look at topics like **shifting from books to electronic media** (e-books, how to order and spend money in the best way) and **evaluating resources**.

- Donna asked if anyone has library-supported **book clubs**. Fred said that President Suber has started a book club for freshmen and others. Most of the others have a book selected each year to use for campus-wide discussions. The NCSU Libraries' Read Smart program, held at Cameron Village, is open to the public and students (<http://news.lib.ncsu.edu/tag/read-smart/>).
- Carolyn said she would email the group information about the **learning spaces toolkit website** that multiple institutions are developing (<http://learningspacetoolkit.org/>).

--Submitted by Jenny Spiker