10-2-2014

Student Advisory Committee Minutes A Term 2014

George C. Gordon Library

Student Advisory Committee Meeting
George C. Gordon Library
10/2/2014

Attendees:

       Library: Don Richardson, Jess Colati, Debbie Bockus

       IT Technology Help Desk: Anne Valerio

       ATC TTL: Kate Beverage

       SGA: Rebecca Dall'Orso, Johnny Ross, Rachel Komara, Veronica Delaney

       GSG: Chentao Chai, Christine Tang

Student and Staff introductions

Updates

- **Library**
  - Don welcomed the student members and gave a brief reminder of the purpose of the advisory council.
  - Debbie mentioned that SGA has been supporting us again through the course reserves textbooks collaboration and that they have been sponsoring the food and drinks offered during the extended hours at the ends of the terms.
  - We will be offering a "Food for Fines" during B term, forgiving fines for donations of non-perishable food items. This will not include lost item replacement fees or damaged item fees. The food will be donated to a local food pantry. Specific details of the program will be announced at the beginning of B term.
  - We are close to reaching 20,000 patrons entering the building in ONE WEEK!   It has been a very busy term so far on all floors of the library.
  - We are in the midst of a search for the Assistant Director for Research and Instruction. An invitation to the community to attend on campus presentations will be sent out within the next few weeks.
  - The Archives is now open new hours when classes are in session to support research.
    - Mondays from 1:00 pm to 7:00 pm, Tuesdays to Fridays from 1:00 pm to 5:00 pm and by appointment
    - Monday nights – Student Alumni Society history tribe meetings are held in the Reading Room
  - Exhibits in the building
    - "100 Years of Student Life" will be on display until mid-October
    - Retrospective exhibit on WPI presidents will be in November, in line with President Leshin's inauguration B term.
    - A display on student photography will be on the 3rd floor in B term
    - The WPI Art Show will take place C term on the 3rd floor
    - A display of Macro or Micro? is currently on display in the Class of 1970 Café
    - Students have set up displays in the library's vestibule
  - Events
    - Unveiling of Gompei Kuwada memoirs
      - Oct 10 at 4:00 pm on the 3rd floor FLIP space of the library
    - B term we will begin posting info for Open Access Week
  - Tom Hohenstein, Research and Instruction Librarian, is now offering office hours at Gateway and he is also the Library's contact with all graduate students.

- o Archives used to get student government minutes but they are no longer being sent.   A request was made to the student reps to please add archives@wpi.edu to their email list so that we can preserve the groups' minutes.

ITS Technology Help Desk
- o Help Desk is no longer accepting cash transactions. All payments must now be made using Goat Bucks. This change has been going smoothly.
- o Printers
   - o Students don't seem to realize they can send print jobs from any of the pcs in the building, not just the ones at the Print Center. We will try to promote that more.
   - o More promotion is also needed for the new printer in the Campus Center. This additional printer will be helpful during off hours of the library building. SGA will be working to advertise the use of the CC Printer.
- o We have been receiving requests for HDMI cables to be loaned. VGA cables are becoming obsolete and there is more demand for HDMI. Anne checked with Library staff to see what the need was for. There was some uncertainty. Inquiring with the student staff, they felt that the need would be in the Tech Suites. Does it make more sense to check them out from the library side when a Tech Suite key is picked up or from the Help Desk?   Kate mentioned she may have some for use. We may want to just lock them down in the Tech Suites so that they do not need to be loaned out. More to follow.
- o There is a new intake process for Help Desk tickets.
- o We are also looking at the possibility of putting in a self-help kiosk.
- o Staff asked if anyone uses the monitors on the 3rd floor. They used to be on the main floor but were moved upstairs when additional desktops were installed on the main floor. The availability of the monitors needs to be promoted more to students.

ATC Teaching for Technology and Learning
- o Staffing
   - o A new staff member starting Monday, October 13.
   - o We are wrapping up interviews for another staff position with a focus on Blackboard support.
- o A new Blackboard mobile app was rolled out over summer.   SGA helped with advocating for this, so thank you!
- o As part of our license with Blackboard Mosaic, Marketing is also working on a WPI mobile app that will feature campus news, events, photos, videos, and maps. We should see the WPI app in the App Store soon!
- o IT is working on rolling out a new video content managing system rolling out this fall. This will allow us to host and stream WPI events as well as store student-developed multimedia that is academic or project-oriented.
- o Blackboard will be offering a major release in the spring. A Learning Management System evaluation will likely occur sometime next year. IT will be soliciting campus input throughout the evaluation process and will look to SGA and GSG for membership on the formal evaluation committee(s).
- o Due to changes in the School of Business' Saturday blended residencies program, we may be eliminating our Saturday hours of operation but are looking for student input as to whether these hours have been helpful in the past.

Student updates
- o Students like the "Food for Fines" program. Once we have the details we will promote it.
- o Students asked if there is any way to use the space in the library more efficiently.
    - o Don responded that we are looking at perhaps freeing up some space used by the print collection through a combination of removing outdated materials and relocating materials so that we could repurpose space. We encourage students to send us their ideas on the spaces and how they could be better utilized.
    - o We also discussed how to encourage students to share table space since seats are at such a premium. In the past, library staff put out cards on tables with messages on each side: "I prefer to study alone"   vs "Its ok to sit with me".   Those don't seem to have been very effective. A suggestion was made for some type of removable barrier across a table so that individuals could have a semi-private space when sharing a table but groups could remove it.
- o Students asked if we would consider opening the library earlier during the week and staying open later on Friday nights. Morning hours would help students who want to print an assignment before class or meet briefly with team members before class.
    - o Earlier morning hours have been problematic over the years when we tried to be open earlier.   It is difficult to get student staff to work before 8:00 am and it would require a shift in full time staffing. Plus, historically we have not had students take advantage of early morning hours.   If the library staff complete opening procedures prior to 8:00 am and there are at least 2 staff members in the building, we do open the doors early.
    - o Friday night hours were reduced a few years ago because the number of people who came into the building was very low.   This year's A term numbers are up slightly so we will continue to monitor thru B term.   At the end of B term, we will analyze the numbers to see if adjustments for Friday nights should be made.
- o A question was asked by students if the library offers video conferencing for distance learning students as a way for them to virtually "attend" many of the workshops or events that departments on campus host.
    - o Kate responded that the ATC does capture by request a lot of these workshops/programs using the built-in lecture capturing system that is available in many classroom spaces. These captures can be made available to students, provided that we have the presenter's permission, if they request them from the sponsoring/host department.
    - o The library is also working on creating new tutorials that may also include video tutorials for library instruction.   We can offer Adobe Connect or Skype sessions to distance students upon request.
    - o If anyone is experiencing Adobe Connect problems, they should speak to Joe Cotnoir in the ATC TTL office located in the library.
- o A
- o Students complained about the extreme heat and cold in the library. Due to the age of the building and the HVAC system, it is difficult to maintain a comfortable temperature.   Facilities staff do their best to keep it comfortable.

Students made a request to have hot drinking water available in the library.   The Café will supply hot water during their operational hours.   We cannot allow portable electric tea pots in the building as they are hazardous.   The use of water dispensers with hot water is also problematic for staff to maintain. Staff will check to see what other options are available. Following the meeting, the staff learned that when the café manager closes for the night at 9 p.m. she routinely leaves a carafe of hot water for students.