2-13-2013

Student Advisory Committee Minutes C Term 2013

George C. Gordon Library

Library student advisory committee – C term 2013

Student Committee members present: Nick Deraney, Brendan Stephen, Jing Wu, Lucy Zhu, Amanda Olm, Nan Bai

Staff Committee members present: Jes Caron, Don Richardson, Mary Beth Harrity, Lora Brueck, Debbie Bockus Absent: Tracey Leger-Hornby

MISO update - the surveying on IT and Library services and resources will be done on Friday. We thank students for participation. Results will be shared once they are available.

Library Updates
- **Library Planning** (the library of the future activities) - We solicited student input in a contest, *To Infinity and Beyond* and received many ideas.   Faculty gave their input at a focus group meeting recently. An event to engage alumni is being planned during Alumni Weekend. Students, please, do not wait! If you have a thought about the library building, resources or services, send us an email! (tlh@wpi.edu or dbockus@wpi.edu)   We do want to hear from you!

- **Textbook issue** - should the library provide more text books? There are several issues that students are concerned about such as price and weight. Lora and Tracey met with bookstore staff and Dean Heinricher and discussed setting up a pilot program that would make textbooks available in the library based on course enrollment and book cost. They have a list of courses and books and are evaluating the possibilities in the course. Suggestion: if there are >50 but <100 students library can get one copy, >100 get two etc. Suggestion: perhaps prioritize courses that are critical to majors as well. Those courses may be small but are critical.

Helpdesk updates
- **there are new laptop stations** in the information commons area to the left of the library entrance. The laptop stations are at the ends of the "dog bone" tables. They ONLY have a large monitor, a keyboard and a mouse. We are hoping that these will alleviate the disassembly of computing stations that has been occurring and be of use to students.   We have been placing signs alerting students that these are for connecting laptops to for a larger screen, but the signs have been getting removed.   Asked students why... They are not sure but agreed that signs were needed!

- **The copier** in the Print Center on the main floor will be reinstalled between C & D terms.

ATC updates
- **we are working on a patron initiated reservation system for equipment to allow you to reserve basic equipment (laptops, cameras, etc.).** How can we advertise this? Email is a possibility, NSO, undergraduate student catalogue have a section with library resources listed, advertise in *Towers*, IT/library WPI " survival guide".

Comments on last meeting's minutes
- **policy of waiting for tech suites** - We have changed to a 10 min waiting period as a trial for this term. If a key to a Tech Suite is not picked up within 10 minutes of the reservation, the reservation

may be cancelled and the room open to other groups. We are also looking at reoccurring meetings and the concerns there.   Students do have concerns both ways regarding consecutive bookings. Is there a possibility to restrict bookings to just two weeks in advance? This could prevent multiple bookings. We are looking at this issue amongst others and we are trying to balance the needs of all constituents. There will also be a pilot program for a non- reservable tech suite in D-term (walk up availability).

Student concerns:

- **Can we get hot drinking water in the library?**   We are not keen on students bringing in hot pots for safety reasons. The cafe will provide hot water during the day. Students just need to ask.   The cafe will leave hot water after it closes at the library's Information Desk.

- **free printing** . Marie DiRuzza from Help Desk was unable to attend but will follow up with group.

- **wireless issues in the library.** What areas in the library are experiencing the most issues? Can we collect info on dead spots and saturation? Can we add more hot spots? Unsure on this.   Is there a way for us to educate students on turning off devices/ wifi? This would need an education campaign and perhaps an email. Table tents can be used as a starting point. Students agree with this idea.   Are people using the wired ports in the library? Now that the Help Desk is offering cables they are getting more use. Student suggestion: if you leave the cables in the ports so that they do not have to check out a cable, more students may use the ports rather than rely upon wifi. Note: many students do not know that the Help Desk and Library provide cables.

- **Do students read the plasma screen as they enter the library**? If they are facing the plasma, maybe. Student suggestion: Signs in the restrooms, people read them!

Student questions

- **do you have complaints re the cubicles on the third floor?** There have been some issues with people essentially camping in them. We are looking for ideas on managing those so please pass on any suggestions. Should the space be rethought? Having a small space is nice so we do want those as it is valuable to have small spaces. It is hard to police those open spaces. We need signs to ask students to be polite and not squat and hold spaces especially in the cubicles.

- **Are markers and chalk available?** Yes, at the Information Desk.

- **Students may not know that rolling whiteboards located on main floor are there for student use.** Perhaps we need to put signs on them to let students know.   There are also two rolling chalkboards on the ground floor for their use.