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Student Advisory Committee Minutes D Term 2011

George C. Gordon Library

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Library Student Advisory Committee

April 21, 2011

Present: Meghan Pasquali, Aaron Bianchi, Jingyan (Joyce) Chai

Staff: Don Richardson, Debbie Bockus, Stacy Schwartz, Jes Caron, Ann Valerio, Mary Beth Harrity, and Tracey Leger-Hornby

Helpdesk:

The Helpdesk is investigating a new distribution mechanism for Campus License Agreement (CLA) software. They are looking for student feedback on e-Academy (<http://www.e-academy.com/> or <http://wpi.onthehub.com/>)

Comments:

- You should have an additional opportunity to download the software
- The new service would actually maintain the info on your license key so you could get that again if you lost it
- There is an opportunity to get the media sent to you (for an additional cost)
- Credit cards should be accepted
- The newest version will always be available through the service as soon as Microsoft makes it available for students to purchase
- Network distribution will still be available for Office; this is for a personal copy with unique serial numbers that you can burn to DVD in case you need to reinstall it later
- This could be piloted during the summer
- New students could do this from home before they arrive
- There was positive reaction to the proposal.

ATC:

WPI is in the midst of evaluating Learning Management Software due to upcoming changes from our current vendor. Aaron (also serving on the evaluation committee) gave a summary of the goings on:

- Blackboard 8 is finishing its life-cycle and the switch to version 9 will be a major change for users.
- Moodle2.0 was considered, but has been eliminated.
- We are still looking at Bb9.0 (Commercial), Sakai (Community Sourced), and Desire2Learn (Commercial).
- Clickers and how they integrate into the learning management system are also being evaluated. This will be evaluated separate from the LMS software, but their integration will be looked at closely (in response to Meghan's question).

Library:

Stacy Schwartz gave an overview of the Library website review.

Preparation has begun getting ready for some work at re-design with the Web Development Office, as well as the added discovery layer. Response to a campus survey was good (n=725) with a diverse department representation.

Responses include feedback on:

- Only 30 percent of students indicate that they are not using the library website from afar (VPN, Proxy, etc)
- Expectations for electronic resources (articles and full text) from the web site
- Easier access to Library hours, tech suite availability, dissertations, MQPs, full text
- Including library hours, tech suite availabilities, e- resources, and full text on a mobile site (A site for viewing the Library website on Mobile Devices such as iPads or Android Tablets)

In response to what does not work well:

- too cluttered
- issues with quick find
- catalogue
- appearance
- difficult navigation
- the proxy server is a pain

The library will be hosting focus groups for an evaluation of possible library site re-designs (they will be looking for volunteers). Please pass any feedback on to Stacey

Students attending the meeting asked to move the “today’s hours” info to the front and center of the main Library page. Perhaps a box with “this week’s hours” would work as well.

There was a short discussion addressing the proxy server issue. The library and IT are aware of problems and want to make it easier. The new Proxy, EZProxy, will make things much easier. EZProxy authentication will be done through PubCookie. All current links to articles will have the EZProxy prefix added to the front of any links to simplify things for students. The EZProxy software will be released in 21 days.

Stacey is the Business school Liaison and she is happy to help Business students if they would like to stop in to see her.

Discovery Layer:

Following up from the last meeting on evaluating Discovery Software, the library selected Summon Discovery Layer product. The implementation process has begun. Summon is hosted externally on the vendors site that provides access to books, journal articles, and other e-resources. Summon is a product from a vendor we already work with, Serials Solutions, so they have familiarity with WPI and our library holdings. If we have the full text, this will link out to the Full Text Finder, which will help patrons retrieve the full article. Summon can also bring in the citation references from Web of Science to give a

richer searching experience and links to other related material. It will also pull in information from Web of Science on articles where we do not have the full text.

Check out the WPI beta version of Summon: <http://wpi.summon.serialssolutions.com>

Library Policies:

There is a staff committee in the library investigating many library policies such as fines, renewals, etc. Items discussed are listed below.

- What would be an incentive to encourage returns? Should we charge fines? And if so, what would this look like to incentivize returns?
 - Ten-cent fines are not a motivator.
 - Fines cannot be charged to IDs currently - there needs to be a better way to pay.
 - Perhaps students should put a deposit on a book instead of a fine?
 - A lower fine limit may help...
- Is the lending period long enough?
 - Meghan asked if we can interlibrary loan things that we already own and the answer is yes, but we try not to.
 - The loan period is 4 weeks currently. Is this long enough? Response: It depends on the circumstances - Sometimes you need the book for the whole term and other times you want something you cannot get. So it is a bit of a Catch22.
- Some libraries have a recall system that allows a patron to request the current borrower bring the book back early. The current system allows you to see when the book is due back and place a hold that will notify you when the book is returned. A recall system would ask the current borrower to bring the book back if a new patron requests it.
- Drop the loan terms for “popular” items and increase the # of renewals. This way as long as no one has a hold on the item they can keep renewing the book.
- Should recalls be allowed?

The library has some non-book items to check out at the desk. Are there things you might want that we do not have?

- Calculators such as the TI83 would be useful. Suggestion: perhaps see if academic departments have any that have been left behind that they would be willing to “donate”
- Rulers have been requested in the past.

End of term hours

- 24-hour cycles have been in “pilot” mode during this academic year.
- Students tend to leave the library around 4AM, so there is a dead spot from ~4AM-7AM
- Instead of 24 hour periods, this term the library will have four days where hours run 8AM-4AM
- The library would appreciate Coffee sponsors for the extended hour evenings. Please let the Dean of Library Services know if there is any interest. The cost is approximately \$300 per night.

Random Library Issues:

The Library is too hot.

- The HVAC system is a known issue in this building
- It is on the list to be addressed, but the list is long and so it may be a bit of time before it is resolved. The ends of seasons are hard to control and we are aware!

Hot water is wanted for drinking.

- Hot water is available from the Café when it is open.
- There have been discussions about this in the past.