

Fall 9-28-2017

Student Advisory Committee Minutes - A Term 2017

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Student Advisory Board Meeting Minutes
Worcester Polytechnic Institute, Gordon Library
September 28, 2017

Undergrads In attendance: Harrison Burack (SGA, SAS), Emily DiRuzza (ΑΦΩ, Pep Band, Library Student Supervisor), Nicole Luiz (Green Team, Eco-Rep, Library Student Worker), Evan King (AXP, Helpdesk Student Worker), Corey Coogan (ΣΦΕ, Library Student Worker), Silvio Torres Betancur (ΣΑΕ, SGA, Library Student Supervisor), Anabella Isaro (Helpdesk Student Worker), Daniel Alonzo (Library Student Supervisor), Constantina Drakontis(Hellenic Society, Library Student Supervisor), Ryan Conlan (SGA, Golf Club, Library Student Worker), Matthew Moore (SGA, Library Student Worker)

Staff Members in Attendance: Amy Lawton (Head of Access Services and Outreach), James Monaco (Senior Instructional Media Specialist), Anne Valerio (Helpdesk Team Lead), Joseph Cotnoir (Instructional Tech Specialist), Deborah Bockus (Associate Library Director)

Chair of the Board: Amy Lawton

Note Taker: Silvio Torres Betancur

Opening Remarks:

Amy Lawton welcomed everyone and asked the board to introduce themselves, what department they are from, majors, clubs and organizations in which they are involved. After introductions, the charge of the Student Advisory Board was elaborated upon and the larger committee, Library Advisor Board, was introduced. Debbie Bockus spoke on how new and exciting being part of the board will be alongside the invaluable experience gained, specifically for the undergraduate members.

New Business:

The board spoke on the upcoming Therapy Dog De-Stress event and their anticipation for its success. Common concerns and ideas were brought to the board.

Tech Suite Concerns/Ideas:

The board discussed the possibilities of sound proofing the tech suites in the future. Although not completely out of our reach, this may be something to look into for an IQP or MQP. Another member of the board mentioned that the roofs installed at the Stoddard Dorms were part of a previous MQP as well as the heated stairs hugging the west side of the Library. The board also brought up defective doorstoppers and missing computer cables. Harrison inquired of the possibility of having screen capture programs in the tech suite computers to record group meeting some students may not be able to attend. Jim Monaco explained that there are programs to record and you can rent web cams form the information desk to use alongside these programs.

All student members of the board agreed on the improvement and the new found ease with using the new LibCal reservation system. Although, there is nothing that can be done to link the LibCal bookings with Outlook Calendars.

Bella mentioned, in regards to reducing late fines for students, that the Helpdesk has a system that sends out email reminders to students before the item is due.

Unfortunately, this is done through the circulation system available to the Helpdesk, but is not the same system the information desk uses. The information desk system does not have the option for reminder emails in this manner. ALMA is a new system that will be replacing the current system used at the information desk, but it is too early to tell if this is an option.

Library Concerns/Ideas:

Having a soap dispenser very far from one of the sinks in every bathroom makes becomes very inconvenient for students. The board expressed their content for the new trash and recycling stations but are concerned with the patron's commitment to properly following the rules. This led to remarks on possibly bringing in a rinsing station for patrons to recycle certain items that would otherwise not be recyclable. Nicole Luiz, the Eco-Rep, mentioned that campus has been working on a compost program.

Helpdesk Concerns/Ideas:

Evan mentioned that a very large number of students ask the Helpdesk if they have laptop chargers. The board discussed that they simply can supply laptop chargers but instead should promote their power strips more to help alleviate the issue. The chairs at the call center have also gathered large complaints from the student workers. The possibilities of acquiring new keyboards was also brought up to the board's attention.

Final Thoughts

We are still on the search for a finalized acronym name for this committee so please try to come up with something. Currently, the board has come up with SEALS, SAB, and SLAB. Like previously state, please try to think of something better.

In order to become part of the Library Advisory Board, you simply need to reach out to the Student Advisory Board Chair, Amy Lawton.

Closing Remarks

Amy Lawton thanked everyone for volunteering to be a part of the student advisor board and asked the students try to promote not only the library but also all the programs being implemented for students. Also, please think of an acronym!