10-4-2012

Student Advisory Committee Minutes A Term 2012

George C. Gordon Library

<u>Library Student Advisory Committee - October 4, 2012</u>

Attending: Kyle Crathern, Aaron Bianchi, Nan Bai, Mary Beth Harrity, Marie DiRuzza, Lora Brueck, Debbie Bockus, Tracey Leger-Hornby

Student concerns:
- Problems with Wi-Fi connectivity in building
  - With multiple devices per person, even if they aren't being actively used, they are still looking for a connection, resulting in the Wi-Fi connectivity being saturated. Staff recommend connection via cable to alleviate some of the stress. A suggestion was made to put out table tents alerting patrons to turn off some of their devices.
- Overdue fines for laptops and cables
  - Help desk staff are working on separating lending times and fees from laptops and cables as this has caused some confusion to students. Often, cables are needed longer than laptops. Students felt that if an email alert could be sent prior to a laptop/cable being due, they would bring them back on time and avoid the fees. Another option would be to ask a student how long they need a network cable and modify the due date for the extended time.
- Quiet zones in building
  - The signs on the 3rd floor are confusing in designating a quiet zone. It is too close to the group work area. Staff agreed and will make the change.   It was noted by staff that the 1st floor is designated as a quiet zone.
- Equipment/Furniture
  - Students would like additional pcs, tables and larger building. They commented that the building is neglected and as one of the most important buildings on campus it needs attention.
- Building access
  - Students would like 24 X 7 access and an entry on the ground floor.
    - Library has run several pilot programs over the years to extend hours but usage has not been high. Staff will bring data to next meeting and look at trends.

Updates from Library and Help Desk

- Library Vision Task Force
  - A team of library staff, faculty, alumni and a student rep has been formed to look at resources, services and facilities of the library of the future (10 – 20 years). Staff value student input and would like to gather vision ideas from them. How can we engage them in this process?
- Extended Hours
  - Tracey thanked the SGA for sponsoring cookies for students during the extended hours at the end of terms. Students studying late were very appreciative.
- Textbooks
  - The current practice of faculty placing textbooks on course reserve for use within the library was explained. Not all faculty place them on reserve and the library would like to be more proactive in getting them on reserve. Library staff have noticed a decrease in textbooks being placed on reserve and the bookstore has noticed a decrease in books requested by faculty for purchase. Staff would like student input on how to determine which textbooks to purchase for the collection. Students commented that often they get the information they need online and don't use print materials. An alternative may be e-textbooks. But some do prefer the print.
- Web conferencing tools
  - ATC reports that the current web conferencing tool, WIMBA, will be phased out and they are looking for a replacement product. They are looking for student reps to evaluate some software in B term. Nan and Aaron offered to help or find someone else.
- IT revamping its website
  - Currently, each IT department has its own website but they are consolidating them into one to make it easier to find information. Feedback from students is encouraged.
- Help desk is in the process of selecting a new ERP. They have a list of 4 possible tools and would like students to participate in demos. A new product will allow them to process Help Desk tickets more efficiently, allow custom set ups for customers, and more. Service to the community regarding technology problems will be improved.