University Library & Learning Resources  
Assessment Team  
February 8, 2010, Library Conference Room, 3 p.m.  

Minutes

**Handouts:** Agenda; LibQUAL+ Survey – Comments; Collection Development Survey FY09 Final Report; Collection Development Survey Sept. 24-Oct. 1, 2009; Collection Development Survey, Nov. 16-23, 2009; Circulation Survey – Findings of the Survey; Timeline for Implementation of LibQUAL+ Survey; Charting Library Service Quality; Library Statistical Reports for September-December 2009; University Library’s Master Plan for Assessment 2010

**Members Present:** Ledwell, Siler, Harvey, Hicks, Platt, Moten, Brewer, Foulger, Zhang, Jenkins, Dr. Franklin

1. The meeting was opened by Team Chair, F. Siler. Officers were acknowledged:
   - Chair – Freddie Siler
   - Co-Chair – Neil Foulger
   - Secretary – Inga Moten
   - Time Keeper – Natasha Jenkins

2. **Assessment of Team Goals FY2010** was reviewed.

3. Findings of the **Circulation Survey** of April 2009 were reviewed by C. Hicks. At F. Siler’s suggestion, Hicks volunteered to conduct a Circulation survey for this Spring 2010. Hicks is also preparing a technology assessment survey for the Office of Academic Computing that will have a target audience of University staff.

4. **Collection Development Survey** findings were reviewed by N. Foulger. The survey will continue to be conducted twice a semester. Paper copies will be available in the areas of Serials/Computer Lab, CIRC/Ref Desk, Curriculum, Special Collections, and the hallway of Building #2. Online surveys will be available from the library home page. Liaisons and subject specialists were asked to communicate the survey times and link to the online version to faculty. With assistance from E. Ledwell and C. Hicks, Foulger will begin tabulating class statistics with the University version of Survey Monkey. Per Dr. Franklin’s suggestion, it was decided to include question(s) regarding the modular library environment on the Circulation Dept. Spring 2010 survey in time for responses to be summarized for the SACS visit.

5. **LibQUAL+** timeline was reviewed by Foulger. After discussion of possibly changing the time of rolling out the next survey it was decided to maintain the current dates of Oct. 11 thru Nov. 5, 2010. **Assessment outcomes based on LibQUAL+ patron survey comments** as outlined in the agenda were discussed. Highlighted is the need to promote the NY Best Sellers, i.e. the Libretto, signage, webpage, bookmarks.

6. **Floor counts** for September – December 2009, first 4 months in the modular library, were distributed and discussed. Library web page presence has been the only publicity with the extended hours (10-11 pm Monday thru Thursday, and 9-10 pm on Sunday) that began January 2010. With maximized offerings such as the extended hours, internet café and comfortable seating, the Library can expect to see an increase in usage. A suggestion box is needed for users to provide comments.

**Announcements**
- ACRL survey which was handed out during Collection Development meeting is due 3/1/2010.
- Dr. Franklin asked subject specialists to work with J. Zhang to conduct Focus Groups.
- The University Library received good reviews from ACOTE in its accreditation review of the Department of Occupational Therapy.

Meeting was adjourned at 4 pm.

Respectfully submitted by I. Moten, Secretary