

Libraries Committee Meeting
11/17/2021

In attendance: Kawanna Bright, Jennifer Daugherty (guest), Gabriel DiMartino, Robin Haller, Corey Harmon, Elizabeth Ketterman, Joseph Lee, Jan Lewis, Lok Pokhrel, Shannon Powell, Mark Sanders (guest), E. Thomson Shields, and Shellie Zsoldos.

Absent: Sophie Adgate, Helen Dixon

Called to order by Joseph Lee at **3:05pm**

Agenda items & actions

1. **Jennifer Daugherty** – NC Collection (ALS) presentation for service showcase. Discussion includes maps, NC Periodicals index, cookbook collection, and “Lost Colony Mania” (coming in the spring).
2. **Mark Sanders** – Academic Library Services (ALS) presented a plan to eliminate fines on most materials following a growing trend nationally and statewide. Impetus also that only 0.7% of fines are actually retained and equity implications of fines on students. Exceptions for equipment and there is proposed increase in equipment fines to reduce abuse of equipment rentals. Proposal would make fines parallel those of Laupus.

Discussion was supportive and noted importance of equity for students and how to balance consequences of replacement costs. **Motion to support proposal as presented made by Shannon Powell, seconded by Gabriel DiMartino.** Discussion noted importance of being consistent across libraries. Motion carried, none opposed.

3. **Jan Lewis** – Presented highlights of report (copied below) including author book recognition event.
4. **Beth Ketterman** – HSL update included successful author recognition event and results of faculty and student satisfaction surveys. Satisfaction high. Plans presented to address areas of lower satisfaction.
5. **Joseph Lee** – Catalog review. Moved to subsequent meeting.
6. **New business** - none

Adjourned 3:52 p.m.

ALS Report

Libraries Committee report, Nov. 17, 2021

Academic Library Services

Jan Lewis, Director

Last evening, ALS hosted the Faculty Author Books Award program and reception. We honored 42 authors from the 2019-2020 cycle and 34 from the 2020-2021 cycle. Authors commented on how much they appreciate the recognition and the chance to celebrate their accomplishments with peers, chairs, deans, and the Provost.

ALS is adding \$7500 to the PLOS account, which is used to pay the publication costs for articles published by ECU faculty (corresponding authors) in certain PLOS journals. The initial funds have been nearly expended. This is one of several agreements the libraries have entered into with publishers allowing ECU authors to publish in their journals at reduced or no cost to the author. These agreements are part of our commitment to make research more sustainable, affordable, transparent and open. For more information, see <https://news.ecu.edu/2021/09/29/library-account-covers-publication-costs-for-researchers/> and <https://sustainablescholarship.ecu.edu/>.

The search committee for the Head of Music fixed term faculty position is nearing completion of the job posting. We did receive permission to fill the position of head of the Teaching Resources Center and a search committee has been formed for that fixed term faculty position.

I've nearly completed analysis of the Division of Academic Affairs faculty survey and can send the report to the Committee prior to our next meeting.

HSL Report

Faculty Survey – 105 responses

The items that were rated highest for **Satisfied** (Satisfied/Very Satisfied) are:

- Library Operating Hours 79%
- Scholarly Communication 79%
- Systematic Review 77%
- Research Assistance 88%
- Library Instruction 75%
- Access to Resources 82%
- Poster Printing 78%
- Customer Service 90%

The highest level of **Dissatisfaction** (dissatisfied/very dissatisfied) is found in relation to Access to Resources at 8%.

Takeaways:

1. We need to improve our marketing to faculty. Mass emails are not the best marketing tool. We need to diversify our marketing strategy and tools.
Possible solution: Beth uses these results (comments and high percentage of neutral=does not use) to encourage the DHS Deans to make space in their faculty meetings/new faculty orientation for their liaisons to share the services that we provide; Michelle highlights a different service/resource on a regular basis on social media; highlight specific resources and services on our webpage.

2. Based on the comments, the DHS faculty highly value the employees at Laupus, research assistance, and accessibility to online resources. There were also numerous complaints about the lack of specific resources.
3. Overall, there is a high satisfaction level among DHS faculty regarding Laupus employees, services, and accessibility to resources.

Student Survey – 196 responses

The items with the highest level of **Satisfaction** (Satisfied/Very Satisfied) are:

- Study Room Reservations at 71%
- Technology in Library at 78%
- Printing at 73%
- Access to Resources at 86%
- Customer Service at 87%

The items with the highest level of **Dissatisfaction** (Dissatisfied/Very Dissatisfied) are:

- Library Operating Hours at 26%
- Study Room Reservations at 8%

Takeaways:

- Students love the quiet environment in our building; however, they are pleading for more open hours at the library for studying.
- Students love our study rooms; however, our current reservation system for study rooms is not working well for many students.
- Students love the anatomical models, our customer service (employees), the resources, and services; however, more targeted marketing of resources and services should be explored