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Library Department Head Meeting Essence Notes

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Library Department Heads

February 23, 2015

Essence Notes

Present:	W. Bede Mitchell	Ruth Baker
	Ann Hamilton	Charles Skewis
	Fred Smith	Debra Skinner
	Cynthia Frost	David Lowder
	Kendria Lee	Alva Wilbanks

Library Department Heads met for a lunch meeting honoring retiring member Charles A. Skewis. A reception will be held in his honor on Thursday, February 26, 3 - 5 pm in Room 1300 of the library.

Position Descriptions in Digital Commons and Staff Classification Changes by Human Resources:

Discussion took place on the job descriptions being entered into Digital Commons. It was noted that working titles being entered do not match with the working titles in the library's web page directory. Department Heads will be sent a listing of the job descriptions that have been entered into Digital Commons so they can follow up with staff that has not entered job descriptions. One should use both the Human Resources classification title and a working title when entering job descriptions. Concern was voiced over Human Resources' new classification system. Some of the points brought out included discrepancies in salary, disagreement with classifications (especially in regard to Library Assistants II and III's), automated job descriptions that are not relevant to the position, and salaries below or above the classification limits.

Cynthia Frost, who is on the Human Resources Advisory Council (HRAC), reported that HR is planning to meet with department representatives to discuss and consult regarding the classification system, although when this process will take place is uncertain. It was suggested that each department head take the current library organizational chart and create a department chart of "working titles", and make a list of concerns that can be presented to Human Resources. Ann Hamilton will be revising the organizational chart adding the HR classification titles and the working titles. In light of the confusion over appropriate salary ranges, department heads are requested to work closely with the Administrative Office when filling vacant positions.

Department Follow-Ups on Public Service - Limits, Developing Raving Fans:

Dean Mitchell requested that department heads follow up on the public service training held in December with a general refresher for their personnel during a department meeting. In doing so, he would like two specific aspects of the training to be discussed:

- What are the limits on public assistance; how far should one go to satisfy the individual; what areas should we not address?
- Identifying the role we are portraying and what boundaries we should set for ourselves. What are reasonable limits (time, etc.) based on workloads and resources?

By doing this we can possibly acknowledge our different understandings of these areas and work toward reconciling them. Dean Mitchell will be happy to assist with refresher training if needed. He suggested that each department develop a mission statement that includes bullet points elaborating on the do's and don'ts. He also suggested that it would be helpful to all to review not only the handouts from the training session, but the comments related about earning "Raving Fans," i.e., doing things in a way that people walk away with excitement from their experience. Reflecting on this, we might decide what are the best practices and extra touches we could consider adopting that would pay off in such a way.

Assessment Update:

Kendria Lee gave an update on four library research surveys:

- Henderson Library Research Survey - Posted on Library's web page on the Research Help Page. Description: Assesses what patrons do and/or who they go to for help with research projects. Conducted Fall 2014 / 61 responses. Survey now closed for evaluation. Will conduct another survey Spring semester.
- Subject Guides Survey - Posted on Library's web page on Research Guides Page. Description: User evaluates how they use the subject guides and rate usefulness of guides. Started Fall 2014 / active / 5 responses to date.
- Library Resource Modules Survey - Posted on Library's web page on Research Help page. Description: Solicits input on the five individual research modules. Started Fall 2014 / active / 2 responses to date. Five modules are:
 - [Module 1 – How do I get help with my research?](#)
 - [Module 2 – How do I access library resources from off-campus?](#)
 - [Module 3 – How do I find a full-text article ?](#)
 - [Module 4 – Interlibrary Loan \(Illiad\) , GIL-Express and Document Delivery](#)
 - [Module 5 – Theses and Dissertations](#)
- Discover@Georgiasouthern Survey - Posted in multiple locations on Library's web site. Description: Accesses the function of the Discover Service provide by Georgia Southern. Active / 189 responses to date. Suggested to open and close this survey annually.

Kendria will work with the Public Relations and Outreach Committee to schedule promoting the surveys in the library's news box periodically

Discussion arose on the subject guides survey, how it could be distributed in a way to draw more participation, and how much the guides are being used. Ruth Baker will gather statistical data on usage and report back to the group. Low usage may mean we need to revisit how we are making the surveys available. Kendria will provide a cumulative report at the end of the Spring semester on a Qualtrics Survey regarding quality of assistance students received at the library.

Announcements:

Faculty Recruitments Update:

Dean Mitchell expressed appreciation to the search committee for their efforts to fill the position of Library Assessment and Planning Officer. He reported that the search has been canceled due to an inadequate pool of applicants and it will probably be next year before a new recruitment is initiated. A brief discussion took place on the possible need to re-evaluate the position. More discussion on the position will take place at the next faculty meeting.

Policies Documentation:

Ann Hamilton reported she will be sharing the Library Public Policies draft for input from faculty regarding the five areas recommended in the last discussion. The policies need to be completed, approved and placed on our web page before the SACS visit in April.

QEP Committee Update:

Fred Smith will be sending faculty information on the upcoming visits of candidates for the new QEP director position. He encouraged faculty to attend the sessions if at all possible to express interest.

Staff Recruitment Update:

Fred Smith reported that he is in the hiring process to fill the position vacated by Jeffrey Jackson.

Yankee Book Publishers:

Charles Skewis reported that EBSCO has purchased Yankee Book Publishers (YBP). It will remain a separate company for the time being.