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Library Department Head Meeting Essence Notes

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Department Heads
October 4, 2016
Essence Notes

Attending: Bede Mitchell, Clement Lau, Ruth Baker, Debra Skinner, Fred Smith, David Lowder, Alva Britt

Deans Council Update:

GSU's official census will be announced in October.

Registrar's office reported on problems with booking classrooms.

Dr. Teresa Flateby discussed program assessment issues.

Changes in December graduation faculty participation quotas.

Announcement of the deadline for students to be included in Who's Who.

Homecoming to be held on Thursday, November 10th. The Homecoming parade will be held on Thursday and classes will not be cancelled due to the parade.

FY17 Institutional Effectiveness Objective: Logging Public Service Transactions: Following up on previous discussions held on the topic of how to collect transactions, the group considered what type of units could be purchased for the data collection. It was suggested that data collection could also be obtained as students enter the library or by collectors floating through the library. Different units for collection were discussed; one option was to purchase several units that David has suggested or use some of our available Chromebooks. Clement showed the group some additional collection devices being used by other institutions. David reported that we should be receiving the student tech funded electronic monitors that will go at the two entrances and that would free up two of the touchscreen units that could possibly be reprogrammed and used to gather the data. It was decided that David will reprogram two of the touchscreens units for data collection and let Access Services and the Learning Commons desk experiment with the units. Fred will send the department heads the draft of the public service questions he has been working on for their feedback so it can be finalized and used for the collection.

Library Organizational Chart: David presented a draft of the library's organizational chart and asked that any corrections or additions be submitted to him. Part time staff should be indicated with percentages in parentheses.

Customer Service Standards: Three handouts regarding public assistance expectations were shared with the department heads for their review and feedback: Expectations for Public Assistance in the Library, Supervisor Expectations, and Employee Expectations. (Attached) Drafts will be prepared from the feedback received.

Old and New Business:

Clement gave a brief update on the comments received in the LibQUAL+ survey related to PC's and the steps taken to address the concerns voiced. He added that the survey will be useful to us as we develop our improvement plans. He indicated that the survey results will be shared with the Student Government Association Library Committee. He suggested that those going to COMO check out the exhibit sponsored by Smart Block.

The group discussed the current issues regarding the Alma implementation. David reported that we should be receiving our data load in mid October.

Announcements:

Position vacated by Debbie Emley's retirement to be advertised this week.

New Discover Service link active - check it out.

October 6: Student Government Association Library Committee Meeting - 4:00 pm, conference room.
Department heads are invited to attend.

October 11: Library Department Heads Meeting - 10:00 AM, Guest: Greg Wurth, new Human Resource person responsible for training. He is eager to discuss with library personnel training skills in the areas of conflict resolution, supervision, and public service.

October 13: Webinar: "Great Library Customer Service" Thursday, October 13, 2:30 pm, conference room.

October 18: Library Department Heads Meeting - 11:00 AM

October 25: Library tour by 100 5th grade students.

ATTACHMENTS:

