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GS Libraries Department Heads Meetings Essence Notes

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GS Libraries Department Heads Meeting

August 22, 2018

Essence Notes

Attending:

Henderson Library: Bede Mitchell, Clement Lau, Debra Skinner, David Lowder, Leslie Haas, Jessica Gardner, Lizette Cruz.

Lane Library: Doug Frazier, Judith Garrison, Ann Fuller, Aimee Reist, Beth Burnett.

Deans Council Report:

- The Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) will be visiting both the Armstrong Campus and Statesboro Campus the week of September 17th. They will be conducting interviews on Tuesday on the Statesboro Campus and on Wednesday on the Armstrong Campus. The interviews are with very specific individuals. There is no time that has been set aside for library specific interviews or meetings. If there is any meeting that will be called specifically on the library, the dean will be called in, possibly with the associate deans. After all interviews and meetings are done SACSCOC will complete final report draft and there will be an exit interview in which they will present the major findings that are included in that final report. It is unknown at this time who will be invited to sit in on the final exit interview but usually only a small group of administrators usually attend. No one is anticipating any major issues with this report. A one page preview of the event shall be shared with the campus community summarizing what is happening, when, why and how. Something should be posted either by the end of this week or next week. Bede asked if there were questions related to SACSCOC. There were none.
- Leslie Haas asked if there was any discussion on the hiring of faculty and staff. It was briefly mentioned that this Thursday is the last round of faculty position reviews of president's cabinet. There should be some news soon.
- There was a presentation by Bruxanne Hein, the current director of the Office of Research Services & Sponsored Programs. In the past there used to be a Vice President of Research. When Dr. Herbert restructured, before the consolidation, this position was eliminated. There was concern among faculty, when this position was eliminated, that research and scholarship was going to be deemphasized. This position had been originally created by President Keel who was pushing for more scholarship and research. Provost Reiber does not see the need to reinstate this position as the Office of Research and Support has been returned under the umbrella of the provost. Instead provost Reiber is looking at possibly creating a vice provost or vice president of Academic Affairs position to run this department. But before making a decision on creating this position the provost wishes to determine first what are the levels of support that are working well, and what is not working well.

When there was a Vice President of Research the library had partnered with the VP and his office. As a result of the position elimination the library has inherited several costs that were being paid by research which has now become a library cost. One example is PlumX which been linked in with digital commons. At the time the Office of Research was paying the annual fee. With the elimination of the VP position, the library has now inherited that cost. Bede is trying to persuade Dr. Reiber that if this is going to be priority and it is going to continue to be utilized, that the cost should not be coming out of the GS Libraries' already strapped budget. Bede asked if there were any questions.

Clement Lau noted that this office is very important to GS faculty. He also noted that as an example that Business School lost the Bloomberg database partly because they did not receive the funding from the research office that they had gotten in the past. If the funding could be reinstated, the library could partner with the Business School and provide a terminal for the database in the library, where it would be available 24 hours during the fall and spring semesters for student use. Presently they only have one license for the Bloomberg in a very small lab that is only open from 8:30AM to 5PM in their building.

Bede stated that this a very good example of reports received to the service desk or suggestion box asking why there isn't more access that need to be quickly rerouted to the dean of the pertinent college. In this way they can be aware of student frustrations on limited access and do something about it. Bede asked if there were any more questions.

- Interim Vice President Amy Ballagh reported that Georgia Southern University came very close to meeting enrollment goals for fall semester. We are presently in the drop/add period in which the university tends to lose students at a slightly faster pace than it picks them up. However there is still an opportunity to come close enough to our enrollment targets to keep our funding flat for next year. There is a push on the Statesboro Campus for faculty to do mini-mester classes. This is something common on the Armstrong Campus. This would be a way of meeting the enrollment credit hours target.

Leslie asked if we were going to be seeing these mini-mesters pop up at the end of fall semester at inter session. Bede and Doug stated it would be around October. Leslie then asked for clarification on what was a mini-mester. Doug stated that the class doubles weekly to be taught in 7 weeks instead of 13. Ann Fuller asked if they had been any talk of a mini-mester for 2019. Bede stated that no, but he believed that there will still be a mini-mester in 2019.

- The Liberty and Armstrong Campuses were approved for an extension of the border state policy. Residents from border states can have the out-state tuition waived and be charged in-state tuition instead. North Carolina was added to the list of border states. Originally it was only supposed to be a one year extension but interim President Nickell was able to persuade them to extend it for 3 years. This should assist with recruitment. Dr. Ballagh talked about planning that is already underway for recruitment events in certain locations such as Charlotte, North Carolina.

- Progress report on Spring Commencement. Vice Provost Diana Cone and Dean Allen Amason, along with several members from other vice president units, are on a task force discussing future commencement models. It is definite that the commencement for this coming December will take place as planned. Tentatively, spring commencement might be college based, with a university wide commencement at the football stadium and a shortened ceremony consisting of a commencement speaker, the president declaring everyone a graduate and a turning of the tassels. The individual colleges would have their own commencements where the students would hear their name read, walk across stage and receive their diploma folder. Tentatively, the college ceremonies would be hosted at the campus where the college dean is located. So Armstrong would be hosting education, health professions and public health, while Statesboro would host the rest. That is the model the president's cabinet will be examining first. The deans were invited to forward their questions, concerns, suggestions and comments. Bede will update everyone once he is informed.

Strategic Plan

Bede will be having another meeting with Provost Reiber soon. He may or may not receive feedback on the GS libraries strategic plan draft. Bede believes they should just push ahead with what they plan to do. So far the process has been involving library faculty members. Bede would like to give the staff members of the GS libraries the opportunity to provide input. Doug suggested that the best way for Lane Library staff to provide feedback was to share with them the current draft and invite them to submit suggestions is writing either through google or email. There are staff that work unusual hours who would not be able to attend a meeting. Henderson Library has a similar issues with staff schedules. Bede can share the draft on GoogleDoc, give everyone a comment authorization, and send out a cover note explaining what is being done and why and a time frame to comment in. Bede is also happy to set up some meeting times for staff if they wish to have further discussion. Bede asked if that was a reasonable way to get staff involved. Everyone was agreement.

Bede will also be sharing the strategic plan draft with the members of the Faculty Senate Library Committee and to obtain their input. They will not be meeting again until Sept. 17th. Bede is comfortable aiming for a tentative deadline of October 1st for finishing the 3 year GS Libraries strategic plan. The Georgia Southern University wide strategic plan is not yet complete. They have just appointed the strategic planning council. It may not be in the GS libraries best interest to get too far ahead of the university wide strategic planning process. The final draft of the university wide strategic plan will probably have a heavy influence in the GS libraries final strategic plan. Bede asked if anyone had any concerns or questions. There was none.

Bede will be posting the annual report and making it available to everyone including the members of the Faculty Senate Library Committee. Bede will also present to the committee a simplified GS Libraries budget for their review along with the strategic plan. Bede is not sure he is going to require that each department submit a formal department specific strategic plan however he feels that each department should have one that relates to the GS libraries wide strategic plan. The new dean that replaces Bede next year when he retires might find it strange if each department does not have its own individual departmental strategic plans.

Clement suggested that each department have their plan ready because they do not know when the deadline for the strategic plan will be, especially in regards to strategies and measurements that need to be taken. It is better to prepare and be ready to provide the information needed.

Bede clarified that the deadline Clement is referring to is for the GS libraries wide strategic plan. He will not be submitting departmental strategic plans. However, Clement is correct, Bede probably need to be reach out to individual departments asking for how they are going to be measuring the department's progress, what are the implementation strategies, etc. The turnaround time for that is unknown and could be short. The deadline is unknown right now.

Aimee asked in regards to the departmental strategic plans since the departments do not have their own individual budgets did he have any guidance for how they proceed in light of that. Bede recommended to view Lane Library as a department because the Lane Library has its own budget. That could be a way of handling it. If that doesn't work Bede asks that they let him know. There were no more questions.

Department Announcements

Leslie would like to invite Cathy Cooper from the Academic Success center and several others from the center to a meeting to be formally introduced. Research services and Access have several questions they would like to ask the ASC, in regards to directing students to the area, signage, etc. They would like information as to what the Academic Success Center does, what classes do they provide.

Jessica stated that they are already finding themselves needing information about ASC to give students since Access service desk is the first place students go to for information. Jessica also stated that they would like to get to know the staff. They are finding that the students have no idea how to get to the ASC. She was wondering if they was a way to direct students to the ASC maybe using something like little eagle footprints on the floor, or some other form of signage that directs the traffic how to get there. There is also confusion as some students need to go to the green space for tutoring but others need to go the office that is in the lower foyer area. Students are having to come back up to the second floor when they end up on the wrong side and returning to the first floor on the correct side. Several staff have walked students down to the green space area, been told that is the wrong place, then have had to walk them back to the second floor and back down to the office area. There has been a lot of back and forth. Jessica thinks that they really need signage to eliminate the confusion. And she also believes establishing relationships with the ASC staff is key.

Leslie thinks maybe they could have some kind of mixer. Bede thinks it is a good idea. The only issue would be staff hours vary for both the ASC and the Henderson library staff, so establishing a time where everyone can meet might not be possible, however most staff could probably attend. To start this off Bede suggests that Leslie and Jessica forward to an email with a list of the most common questions so that he can forward that to Cathy and explain the issue. He can then ask for a meeting to help the library understand what would be the best way to address the issues. Bede can then book the conference room and invite every to meet. As far as signage, Bede believes that the Library needs to deal with that. We just needs to make clear what area is for what. We do not want to label the green

space “tutoring” and then find out that other things are offered in that area. We need to clarify the roles of the two separate spaces of the ASC before creating signage. Bede will touch base with Cathy and set up a time.

Clement stated that he spoke with Cathy about this issue. There is some signage, but it is too small to be read. They need clearer signage. Something with directions telling students to go left or right, up or down, etc. There is also an issue with the door that connects the suite and the corridor being propped open. That is a fire violation issue. But they really have no choice. The Henderson Library cannot be responsible for paying for the electromagnetic lock which would solve the issue. Bede suggested maybe getting the provost to pay for it since it was the provost who moved the Center of Teaching Excellence out and the ASC in. Clement also noticed that if you enter the Library through lake side there is only a sign for the writing center and none for the ASC. Dora is working on signage for the elevator. Bede suggests coming up with signage content and then get some permanent professional looking signs made.

Jessica informed everyone that they are in process of interviewing for the vacant faculty position. They have finished all the skype interviews and will be moving forward with the next step. They do not know yet when they will be doing the outside interviews. But it should be soon.

New Business

David wanted to inform everyone in regards to the EZproxy access that over the summer they were not validating student enrollment before letting them in through to the databases. As long as they had a valid Georgia Southern login they were letting them thru. However now that the fall semester as begun they need to begin validating enrollment anew. There is a page that they can go to if they are not enrolled. Some signage must be provided on that page describing what to do if they are not enrolled. David is asking who wants to be responsible for dealing with the students that say they are making up an incomplete, or they are working on a dissertation, even though they are not enrolled but they state they need to have access. Leslies asked how many students average are they talking about. David did not know.

Clement asked if it's remote access. David sated that yes, it is remote access but only for enrolled students, the vendor contract doesn't provide access to alumni or community members. People who are physically in the library can have access, this is strictly about remote access. Bede noted that in the past when they had this issue Fred Smith would follow up with the Grad Office if the student requesting access was a grad student or a faculty member if it was an undergrad. The only undergrad for whom exceptions were made were those that were working on an incomplete but were not registered and the faculty member wished for the student to have access for a few more weeks. But mostly it was grad students who had not registered for dissertations but the faculty members had the student working on stuff over the summer while student was out of state and that student could not come in physically. In that case if authorized by the Grad Office they were added in manually. But this was not a decision made by the library. David stated that in such a case those students could be given the Galileo password however they need to know to whom to send the student to.

Bede stated that in the past someone in access services was trained to listen the student's situation and know which office to send them to. Doug stated that he has encountered situations where a student thought they were registered but the student was not actually registered and those needed to be referred to the Registrar's Office. David stated that in most cases the student will be able to login in but will encounter a page that states that they are not enrolled. David can have wording telling them to see the registrar's office if they are enrolled but he is not sure that they can change their account. They would need another direction stating that they need to speak to someone in the Library to reestablish their account. Doug stated that in those cases they tell the student to send IT an email while the enrollment issue is being worked out. Leslie noted that this does not however help students who are working on an incomplete. Clement suggests then recommending that they physically come to the library in order to gain access. Bede stated that this would work for undergrads unless they have left the area. But with grad students especially they need to be sent to the grad office because the grad office is adamant that if they are not enrolled they cannot have access to services such as Galileo and Bede doesn't want the library in the middle of such issues. They need to go to the appropriate office to address their ability to access services.

David has no clue how this issues will work in Open Athens. There is no date yet for when Open Athens will begin. Leslie suggested that the wording should state for the student to contact their major department. Bede suggested letting the registrar's office and the Grad office know to be prepared to receive these kinds of inquiries. And let them know that if they wish to give those students access what course of action they must take. Leslie pointed out that they aren't being totally denied access as they can come to library and get access they are just not able to receive remote access without enrollment. The only issue would be the distance learners. Bede will contact the Grad office and the Registrar's office and speak to someone.

Bede introduced the marketing plan he had sent out prior the meeting for discussion. Several months ago Bede contacted Marketing & Communications and asked to learn more about the kinds of support offered by their department in promoting the library's resources and services. They did some interviews, research and took pictures. The marketing plan Bede sent out is the first draft of their proposal. This is the first time Bede has seen a marketing plan from the Marketing & Communication department. So he is not sure what the next steps would be. Before getting together with the M&C to see what should happen next, he wanted input from the department heads on the marketing plan.

Doug stated that he was uncomfortable with the core message presented in the marketing plan. He stated that the message indicated to students that they already know what to and library could help them out. It seems to suggest that the library is just there to make life easier for the student instead of presenting the library as an important academic resource. Leslie noted that under target audience faculty was not listed. The library considers the faculty a key target audience and not as ambassadors as the marketing plan states. Jessica did not like the slogan. "I am the creative force of my success; you have what it takes but we are here to help." Bede wasn't clear if that was the slogan or the idea that a slogan was supposed to get across. He didn't feel that the plan is clearly stated. Bede did not like this for a slogan either. Bede felt that it would be best to be honest with M&C about what we don't like. Leslie likes the points stating that the library is beneficial, valuable, experienced, knowable, provides connections beyond the classroom. However she also does not like the slogan.

Clement, thinks it's a good start. He thinks it that this plan is more of a promotional plan instead of a marketing plan because it is missing some key elements of a marketing plan. He believes that some of the services provided by the library should be included in creating a message to let students know that the library faculty are experienced and are here to help them improve their GPA and help with research. It would also help to tie our work with the university's mission. He thinks some of the suggestions are cost prohibitive without much benefit such as paying ads on Facebook. In Clement's experience students come to the library because the faculty suggests they come and the use of the library is tied to assignments that students receive. When students come asking for help with their assignments they find out from library staff other resources that are available to them such as chargers, boards, and other equipment. Some suggestions he likes about the marketing plan are improving the website experience, and face to face advertising in building relationships with students and staff. In fact today Clement will be meeting a student who has arrived recently from Albania to discuss how the library can assist him in maintaining a GPA of 3.5 because that is the minimum requirement in order for him to keep his TAsip. These would be in the short term. In the long term we need a better formulated marketing plan using the marketing data that the library has collected and that will go to supporting our initiatives. Clement also feels that fundraising should be part of this plan.

Leslie wasn't surprised by what marketing said. She agrees with Clement in that these are all probably things that the library faculty and staff can do ourselves. It comes down to time and money. She thinks we do need a marketing plan she just doesn't feel that this is the best plan. She suggested that maybe we could consider doing what some other libraries have done and hire an outreach programming librarian or staff member whose primary responsibility in taking the lead on helping the library shape an outreach plan with all the necessary experience and skills that this entails. Bede stated that that would definitely be a very long term solution since the provost has stated that there are no new positions being created at the present time. But they can reallocate some responsibilities internally.

David personally does not like the marketing plan at all. He doesn't feel that it addresses any of the needs of the library. The whole mission of marketing is to attract students to the campus. They want everything to be a selling point to attract students but that is not the function of the library. Clement stated that we can help towards that end. David agrees but emphasized that the library's role is more in RPG (Retention, Progression and Graduation) than in recruiting.

Bede will talk further with M&C and provide them with the feedback given today by the department heads to see if either they can tweak the current plan or need to start over. He thanked everyone for the feedback.

Announcements

Bede announced that the library has purchased a freezer with the purpose of mitigating pest issues. Lane Library could ship over books for mitigation but that would present logistical issues. With that

Bede let Lane Library know that they were free to log out of the meeting since the rest of the meeting would only pertain to Henderson Library.

Henderson Library Business:

Clement stated that the new freezer treats most pest infestation of books by freeze drying. It also treats mold. It is located in the loading dock, to the right after you open the loading dock door. The loading dock was chosen because of its location away from general collections, and near a sink. Procedures need to be established on how we wish to treat items. Most items can be typically placed inside a plastic bag. The freezer is set at -31.7°. The items should be left in the freezer for at least 72 hours in order to get rid of pests and their eggs. It should then be taken out and allowed to return to normal temperature before being brought into circulation. Bede would like to have Knox come in even if the pests are not thought to be bedbugs and exam the books anyway. While Knox arrives however the items can be placed in a plastic bag and stuck in the freezer. Bede hopes that Knox can confirm and treat the materials on site if they are confirmed to be bedbugs. They can also find the source and treat it as well if the books are coming from the stacks. As soon as Karen identifies anything that she even slightly suspects might be infested they need to go into the freezer. And this actually goes to everyone in the library. Jessica stated that there is already an identification of bedbugs policy in place. It can be updated and displayed on the freezer. However for all other types of treatment a new set of directions will need to be drafted with the proper procedures and staff will need to be trained in them to prevent further damage to books. A plan needs to also be implemented to remind staff to remove treated items out of the freezer. Clement suggested putting a sign identifying what is in the freezer and the date the item needs to be removed. He also suggests having designated persons to operate the freezer and do the treatment. Jessica though that was a good idea but something else would have to be done when it comes to bedbugs as those need to be treated as soon as they discovered whether the designated person is on the premises or not. Wendy Harrison has been on an extended workshop on this. She would be a person to have on a small task to develop protocols.

Bede and Clement will follow up and get one representative from each department to serve on a task force to help develop a plan.

Meeting was adjourned at 2:28PM.