

April 16, 2003

Members:

3Dan Swartout, Chair

3Terri Holston, District I Representative

3Linda Leighty, Lending Services Subcommittee Chair and District II Representative.

3Ernest Avery, District III Representative

3Renee Watson Dusenbury, District IV Representative and Media Booking
Subcommittee Chair

Chris Meister, District V Representative

Vickie Kolomechuk, District VI Representative

3Libby Stone, Acquisitions Subcommittee Chair

Teresa Frohock, Cataloging Subcommittee Chair

3Ellen Williams, Serials Subcommittee Chair

3Bob Blackmun, NCCCS IS and IIPS Representative

John Wood, CCLINC/Sirsi System Administrator

3Ruth Bryan, Coordinator of Library Technologies

3Roxanne Davenport, Coordinator of Bibliographic Information

Dan Swartout called the meeting to order at 3:04 pm.

Old Business

1. Revision of Steering Cmte mission statement

Linda Leighty has completed the proposed revisions and will distribute the document to the Committee for discussion at the June meeting.

The Chair will need to send reminders to Committee chairs re information / reports and election of the Committee Chair for the Annual Meeting, which will be in July.

2. Lending Services Cmte and holds report

Linda Leighty reported that colleges are counting holds in several different ways. The Committee has tested a 'template' that appears to be very accurate in reporting holds, and recommends that it be sent out for use at all colleges. The report counts items actually checked out. If an item gets to your library, the patron no longer needs it, and you just put it in transit without actually checking it out, that item won't show up on the report.

Roxanne suggested that Steering Committee support for a standard reporting 'template' would encourage colleges to use it for various reports (IPEDS, etc.) that would be consistent.

Linda further suggested that other reports should be standardized for consistency, and asked whether the System Admin. could set up such reports.

Roxanne said that the System Admin. might not be comfortable designing the 'template' report(s) but could handle the 'distribution' of reports.

The Committee agreed that standard reports would be helpful to colleges that do not want to develop their own reports, but would not preclude colleges that wish to do so from developing college-specific reports.

Linda suggested that 'volunteers' to work on developing the commonly used 'template' reports be solicited from the report runner mailing list. The Committee agreed to do this.

3. Mamie Carpenter request for two new home locations

Dan reported that the System Admin. can add additional locations. Bob Blackmun reminded the Committee that the previous discussion included a concern about the length of the drop-down list of locations in Webcat, which might be cumbersome for patrons.

Linda explained that the way that the location is presented could result in patron's not being able to determine that the materials are available.

Dan reported that Mamie has said that the collections would be in different buildings, and would not be subject to holds.

It was suggested that the materials could be checked out to a 'location' to indicate to patrons where to find the material. It was also mentioned that few requests for additional locations have been made. The Committee members weren't certain whether there is additional demand for locations.

The Committee voted to approve the request for two additional locations. Ruth will ask the System Admin. to set up the additional locations.

4. User survey draft

The Committee discussed the benefits and difficulties of obtaining user feedback and suggestions. Bob suggested that it would be useful to have information, but also questioned whether the effort would be justified by the response. Ernest and Dan agreed that a survey might identify areas where people have encountered problems and haven't sought or received help. A survey might identify problems that new staff members are encountering. Ruth said that the classes and instructors provide some feedback from college library staff.

Terri described a symposium at NC State that emphasized assessment as a part of a continuous improvement process, rather than one-time survey. Bob said that the survey creates an expectation that the survey results will be used to improve present conditions. Terri said that we should, therefore, only survey things that we can improve. Roxanne said that we need to have responses from the people who actually use the system rather than only from the management level. Terri said that the survey needs to include all college library staff members and would be a large undertaking. Terri also suggested that we see if other SIRSI customers may have done a survey. Ruth said that she had previously asked about this and learned that most surveys relate to patron satisfaction with library services. Roxanne said that we're more interested in how the Consortium is working.

Bob agreed to talk with the System Office planning / research / assessment staff to see if assistance can be provided to this effort. Several Committee members agreed to work on this if it is feasible. Bob will report on this via email prior to the next meeting.

New Business

1. Critical sentence for ILL policy

Dan indicated that the ILL policy omitted a critical sentence that the borrowing library is responsible for returning and paying for the item if it is not returned. The Committee agreed that the sentence needs to be restored.

2. Shadowing media items

Dan reported on emails from Ernest and others re media booking re shadow records at the title level. Roxanne reports that this would affect every library that attaches holdings to the same 'bibliographic' record would be shadowed. This could result in colleges having to duplicate titles. Ernest questioned whether information on equipment might not need to be reflected in WebCat. Roxanne explained that 'title', 'call number' and 'copy' are levels in a hierarchy for shadowing. Renee will ask the media booking and catalogers to comment on this. The Steering Committee will address this in the future if anyone wants or decides to shadow at the title level.

The next meeting is scheduled for Wednesday, June 11th at 3:00 p.m.