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LIBRARY PLANNING MEETING

NSU Union - Cane River Room

August 16, 2004

Present: Anglin, Bobb, James, West, Pearce, Hawkins, Bond, Coutee, Roberts, Helaire, Carter, Wernet, Meziere, Merrell, Sauter, Kay, Guin, Holman, Kwak, Landry, Thomas, Carroll

Absent: Cox (death in family), Sebren

PROVOST'S COMMENTS:

After a brief welcome by Interim Director Fleming Thomas, Vice-President Anthony Scheffler spoke about revitalizing the library. He encouraged the faculty and staff to think creatively. He feels that we must get more usage in order to get capital outlays. He mentioned "out-of-the-box" libraries allowing food and drink in the library, serving refreshments, putting in bean bag chairs, etc. He feels that the problem is one of attitude more so than resources. He emphasized that appearances are important. Increased funding is not likely unless patrons appear to want to use the library.

PROBLEMS AND NEEDS:

1. Reference Services - Abbie Landry (See handout}
2. Interlibrary Loan - Lisa Bond (See handout)

The library will now absorb all ILL costs for students and faculty.

## Untitled

### 3. LOUIS and computer related problems - Gail Kwak and Sonny Carter

Many overdue messages sent out by email bounce. The students' NSU email account will now be added to the student records in the patron loads.

Gail and Fleming are investigating having lab school faculty added to the database.

Patron loads can be done automatically. Gail would like to revisit this issue with the computer center.

The most recent upgrade was not installed. The next upgrade will be the week of December 13-17. The 2004 upgrade is now in beta testing.

The 2004 release will not be compatible with Windows 95 or NT machines.

New unified workstations for all campuses are in this year's budget.

Four major pages have been updated on the web page.

The proxy server will go into effect this week so that anyone in our patron file can access any database.

The new version of our iLink page will be coming soon.

### 4. Serials - Sontonia Helaire (See handout)

Discussion of pros and cons of canceling print whenever available

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5. Technical Processes - Melissa Roberts (See handout)

Fleming expressed distress over the number of books that are not in the OPAC.

6. Acquisitions - Fleming Thomas

The problem is getting faculty to select titles. We get money in October and are supposed to have it spent by March. Fleming has 15 inches of Choice cards. Mary Linn suggests that liaisons screen cards before sending them to faculty. Fleming announced that we will probably be getting Books in Print. Abbie proposes that we stop getting Choice cards and send faculty searches in areas of interest from BIP. Fleming encouraged departments to establish their own liaisons with the library so that we would have contact persons for each department who were interested in ordering books.

7. Leesville - Corinne Pearce (See handout)

8. Shreveport - Sally Carroll

Nursing would like to offer alumni a special rate on a Friends of the Library card.

Shreveport has lost the ability to use the computer lab for hands-on instruction. Sally would like to write a grant to set up an instructional area in the library.

9. Cammie Henry Research Collection - Mary Linn Wernet (See handouts)

## GREATER LIBRARY ISSUES

Fleming remarked that libraries have been faced with apocryphal events in their evolution. The creation of open stacks was one such event. We are now facing similar problems. Libraries are

#### Untitled

seeing declining numbers of patrons in the building. This may be partially attributed to the large number of students using remote access. Another problem is the superficial nature of research assignments being used in classes.

Fleming recommends that a required 1-2 hour course in library skills be added to the curriculum. Gail suggested the possibility of using sections of Academic Study Skills.

Mary Linn also emphasized the value of specialized bibliographic instruction as a continuing education class.

Sonny mentioned the possibility of having clubs schedule meetings in the library. Gail recommended the second floor lounge area. Abby mentioned that this would have to be balanced with the need for quiet areas.

Fleming mentioned that lamps could be added on second floor to make it a better study area.

Lisa emphasized that the environment needs to be more welcoming. She recommends that the building committee meet and come up with some suggestions.

Abbie recommends that we give up the issue of food and drink in the library. We might not wish to publicize this but instead discretely remove the signs.

The question of having an internet-cafe-situation where non-students could pay for services.

Lisa mentioned the possibility of having someone greet people at the door. Mary Linn mentions that this would be a good project for an RSVP volunteer.

Fleming mentioned that people were rarely reading in the serials area. Sontonia mentioned that many students don't come up to second floor. The issue of comfortable seating was mentioned.

Coffee shops were mentioned. Southeastern has tried this and isn't pleased with the results.

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Jean D'Amato suggests that faculty be interviewed. Perhaps we could invite them over for coffee???

Lawrence recommended welcoming banners or decorations.

Allisen recommends putting fliers in the residence halls, union, and dining halls that alert students to things the library offers.

Lawrence suggests showing movies at designated times.

Jackie mentioned the possibility of daycare for a few hours a day.

Gail mentioned the possibility of having ID's made at the library on scheduled days. Corinne mentioned that branch campuses are still having difficulty getting ID's made. Sonny suggests that keypads would solve this problem.

Watson is considering a swap rack. This is being successfully used at Leesville.

Gail also suggests that the writing lab might consider having an outpost in the library.

The Association for the Preservation of Historic Natchitoches is having a reception in archives on September 23.

Emily Wilson will talk on her book on Elizabeth Lawrence on November 8.

The library could host book signings for Campus Corner or the Book Merchant.

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Mary Linn mentions that the library has a scarcity of African American archival materials. Madeline has been instrumental in gathering St. Matthew society's oral history tapes.

Abbie mentioned an article on how faculty and students do research. In previous times, both used the same process. Older faculty use more traditional approaches to research. Younger faculty and students seem to lack strategies for doing this. We need to sell faculty on the need for bringing groups in for library instruction. Abbie also mentioned that while taking instruction to the classroom has merit, there is also merit in having students actually come in to the library. We are in need of a marketing plan. The library offers many services that the faculty doesn't seem to know about. Larger libraries send out some announcement about the library every day.

Branding - having the same logo on every library publication.

William and Mary comes up with an annual theme and sets up monthly displays in keeping with the theme.

Every library faculty and staff member is a representative of the library.

We need to segment and target - graduate students, graduating seniors.

Abbie expressed discomfort with the poor quality of the research that is being done. We obviously can't control faculty expectations.

Sonny recommends inviting departments to have faculty meetings in the library.

Fleming mentioned the possibility of teaming with private sector businesses. Mary Linn mentioned museums and medical institutions.

In order to get a Friends of the Library card, one must have approval of the One Card office. This has necessitated a long policy statement.

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