



## Helena College Library

### Summary of the Library Learning Hub Advisory Council Meeting

Friday, November 22, 2019, 1:00 to 3:00 p.m.

Donaldson Campus, DON 125

**Council Members Present:** Elizabeth Karr, Barry Brown, Karen Henderson, Kimberly Feig, John Finn, Stephanie Hunthausen, Sandra Sacry, Lindsay Rumberger-Leffel, Jessie Pate, Della Dubbe

**Council Members Absent:** Kimberly Caldwell

- 1) Call to order. 1:02 PM.
- 2) Summary of the previous meeting, November 19, 2018. Approved.
- 3) FY2019 statistics report
  - a. Impressed by the number of unique ejournal titles.
  - b. Website numbers from 2017 are low because of a reporting error with Google Analytics.
  - c. Ebook usage is up, partially due to change in what metrics are gathered. We now measure not just full book downloads, but also section and chapter downloads.
  - d. Circulation statistics look good.
  - e. Discussion about popular LibGuides: WRIT 101, SOCI 101, BIOH 211. These are used heavily by faculty. Math & Physics guide is popular, but library does not know who is using it.
  - f. Discussion about popular databases: Kanopy is well-used by a few faculty. Currently the pricing structure is manageable for us.
  - g. Would like for instruction numbers to be higher. Students find value in one-on-one help from library staff.
- 4) Director's Report for the Library Advisory Council.
  - a. Summary of activities: Mary Ann was co-chair for Montana Library Association Conference in Helena this year. She was also involved in organizing a campus volunteer day. Della attended the Open Textbook Network Institute and Summit. Was very impressed with the event. Jessie was involved with STEAM month, a busy month of events for the college.
  - b. Goals for FY2020
    - i. Della is now in charge of tutoring (Della now supervises Kim, the Academic Coach, who hires and schedules the tutors), which has been incorporated into the Library Learning Hub (LLH) slate of services. Also part of LLH services are Disability Resources and TRIO. Still looking forward to moving quiet study to 139 and making 140 a space for group work and tutoring. Staff in both places are doing a great job of sharing services and working together. The space is much livelier and engaging. The tutors have been doing an excellent job this semester.

- ii. OER: Awareness and support is increasing. Karen is adopting an OER for WRIT 121 in the spring.
  - iii. Library is successfully partnering with other campus departments and groups.
- 5) Introduction and roundtable of members – news, initiatives, updates, etc.
  - a. Lindsay is excited to be a part of the LLH.
  - b. Stephanie is working to promote LLH resources to dual credit students.
  - c. Jessie is along for the ride.
  - d. Sandy's nursing students find great value in library resources and services, including the assistance in preparing APA papers for application to the program.
  - e. John reports that the LCL has joined the MSC and has kicked off their renovation.
  - f. Kim values the library's resources.
  - g. Karen is glad to see how well the LLH is going and relies more and more on library resources to replace course texts.
  - h. Barry reports that UM budget is flat, has partnered with a media lab to do something with esports, possibly building a training facility? UM is an early adopter of Esploro from Ex Libris for research metrics: to quantify the research being done by UM researchers. I was listening but not taking notes.
    - i. Discussion about concerns regarding OER grants from OCHE. Karen has experienced obstacles to reviewing a text and is reluctant to apply for an adoption grant because she has not been able to communicate with TRAILS OER coordinator. Kim and Karen are disappointed that that OCHE no longer grants funds to review an open text, as that is an essential step in widespread adoption of OER, not just because it increases awareness, but also because it grows the body of knowledge regarding the quality of the resource and its content.
    - ii. Someone with the Internet Archive bought Better World Books to make many books available to be cited in Wikipedia. They plan to digitize the book so that it can be linked from Wikipedia. This is legal? Option to sponsor a book to make it digitally available. Controlled Digital Lending. Internet Archive is really driving this.
    - iii. Esploro provides research methods in a manner that Bepress (UM's institutional repository) doesn't do.
  - i. Elizabeth has been in the position of director for a year, hired two people (Steven Hadad from Missoula Public is new ERL, didn't catch the name of the circ supervisor). Looking at different staffing models to better provide services in the still-forming learning commons. Possibly including interns to do some work that is currently not being done, such as an archives intern in the place of a professional archivist. Library is moving to ? and Dspace for an IR (away from Bepress), as budget for this has been cut. Working with faculty and staff on how best to consolidate student services.
    - i. Example: All students check in for tutoring in one room, then they go to a space that works for them, which works well for Carroll. Math tutors work near faculty, which is really helpful.

- 6) Library Forward Focus: Advice and suggestions encouraged 😊
- a. HC-specific OER grants were not supported by the SEP initiative, so those are not happening. This was successful at UM. Carroll does not have a lot of OER use right now, but there have been discussions about reducing cost to students. Library is often asked to purchase textbooks, including ebooks, without the askers understanding how library ebooks work. Faculty have come to rely on Pearson for the full suite of content, and OER do not have such robust and seamless offerings. It's overwhelming to sift through it all. Discussion about why faculty have adopted? Kim was part of an initiative at a previous campus, supports economic and social justice component as well. Has experienced frustrating in attempting to find updated OER materials. Della sends notices about new open texts to faculty. Karen was encouraged to try OER as a result of Della's suggestions and OTN workshop. Also likes making it easier on students and having the freedom to be flexible. She does still like her WRIT 101 text, and finds it to be affordable. Grant to review was appealing. As a student, knowing that you won't need to buy a textbook would be a "huge bonus." Doesn't like the hassle of figuring out the cheapest way to buy a textbook and constant updates. Instructors at HC are understanding of students who might want to use older edition if changes are minimal. Many students at HC have tight budgets.
  - b. Primo and Alma are working smoothly. Carroll defaults to library search, not TRAILS search. Would like for work studies to understand the difference better before changing. Students have access to more than 2 million books across all TRAILS libraries! Barry was glad to transition to UM to search all TRAILS as default.
  - c. New databases. The library is glad that UM can add HC to so many subscriptions. New York times has been popular, especially the education-specific resources provided. ProQuest Central has also been useful. Budget continues to shift toward digital over print. Ebook collection is growing and usage is up. Even if print might be generally preferred, convenience of the digital access wins out. TRAILS has enabled purchases of many great resources. Discussion about cooperative collection development across TRAILS consortium, in regards to institutions focusing on specific areas and sharing those resources widely. UM generally does not purchase books if another institution in TRAILS already owns the item. HC does the same.
  - d. Library Learning Hub.
    - i. Progress at Carroll. Have done a survey of students regarding satisfaction with first phase of renovations (basement). Have learned that they can add smaller study rooms. Have uncovered misconceptions about how renovations are paid for. Added a gate counter for the downstairs. Currently many library rooms are being used as classrooms because other classrooms on campus are unavailable. Has exposed the library to more people. Writing and communications faculty are excited to be in the space. Bringing the tutors into the library has been "awesome." Lots of different sources of funding for all of the services. Here at HC we are working to change the mindset of who uses tutoring. Would like to expand the scope of the Academic Coach to work with more students, in addition to just the ARP students. UM has a "study jam" where support is

provided for all subjects, but it's not specifically tutoring. Suggestion to take over the upstairs of 1889 for a study jam here. MSU hosts a Write Night with tutors and librarians. How can we open up space after hours? Pop up coffee shop at Carroll for finals week is a temporary solution to not having a coffee shop in the library as planned. LCL has a program that would allow them to "check out" after-hours access to the library, but have not implemented it. Lindsay mentioned that safe, comfortable, quiet spaces are extremely important and valuable to students, (including herself!) and many come to the LLH for that purpose. It is difficult to maintain a silent environment in the current setup of the LLH. Staffing and security are a concern for evening hours, though it would be incredibly helpful.

- e. Circulating hot spots. Have been popular at the LLH. LCL has 6. Data is the expensive part but the library has a good deal currently.
  - f. iPads. 8 were purchased by the institution, not TRIO. New IT Director suggests we transition to Chromebooks, due to their ease of use and increased compatibility with other programs.
  - g. Therapy dogs. Current policy does not explicitly allow them. Will work on a proposal to change policy over winter break, hopefully for spring semester. LCL's service animal policy is unenforceable as written, so it's not a problem. Carroll encounters many students wanting to bring "comfort" animals over service animals and is looking into loosening their policy.
- 7) Further comments & discussion
- a. UM is putting gender-inclusive restrooms on the first floor of the library, facilitated by the Diversity Committee. Former men's will lockable small space. Former women's will be unlocked, multiple-use space. LCL will have 6 lockable single-use stalls in remodel, all with changing station.
- 8) Adjourn. 2:57 PM.