

Present: Rick Bearden, Melinda Isler, Leah Monger, Mari Kermit-Canfield, Stacy Anderson, Fran Rosen, Dave Scott, Yuri Konovalov, Kristy Motz, Scott Atwell, Randall Schroeder, Ali Konieczny, Maureen Watson, Paul Kammerdiner, Ann Breitenwischer

Leah reported from Dean's Council. Some highlights:

- There was a presentation by Andy Karafa and Grant Snider on an alternative to the SAI survey that is currently used to collect student opinions about classes and faculty.
- Fritz Erickson is trying to get a sense of how strategic planning has happened on campus. He feels we did not develop a strategic plan for Academic Affairs. He is planning a series of mini retreats.
- Student complaint tracking – there is supposed to be tracking of formal student complaints. Robbie is worried that HLC might want to see these. This is for written complaints that have substance. FSU has to get a better handle on complaints. Don Flickinger said that complaints should be resolved at the unit level and he needs to know that they are being handled.
- Fritz has not yet scheduled regular touch base meetings with the Deans.

Leah said based on discussions with Fran we'll be keep Biography Reference Bank for another year and work with faculty to determine which Biography resource(s) to keep.

Rick said John Roark is still getting parts to get the color copier going.

Rick said there have been some printing issues. He thinks that when they reghosted the Information Commons computers they did something to the printer driver. Rick & IT are trying to figure out what the fix is & will try to do a single universal change. Also, if we run across a PowerPoint file that won't print no matter how you break it up, John would like to see it as an example of the problem people are having.

Rick said we are on the verge of getting updated maps on the web site, and we can also update the maps posted in the corridors.

Stacy brought up that the staff directory list on the First floor is out of date, and Rick suggested she contact Sharon.

Rick said we need discuss the question of access to edit web pages. FSU is in the process of putting up a development server that will mirror the web server. They will limit access to the live server to 13 people. Rick doesn't want the responsibility of putting up our edits, other people should be able to edit the library web page. The Faculty Senate is hearing from faculty and is looking into this. If necessary Rick says we can put up an internal server and have it pointed to by the FSU web server. We may hear from Applications people about this. This would affect class pages. It would affect anything

under www.ferris.edu/library. Melinda said this came to the Senate's attention because Paula Hadley-Kennedy is worried about being able to put up UCC proposals. It also would affect departmental websites. There is a plan to meet with the Provost's office and this may also come up at the Senate meeting in October. Rick said that there have been problems with the FSU website but this is an over-reaction. This change was scheduled to go into effect already but Sue Cherry objected so now the announced date is Nov. 6th.

Leah asked if we are having major authentication issues. There was some discussion about this. Ali is getting questions from off-campus. Dave said if you look at the student record & there is a field called "Computing ID" and it is blank or wrong then the student won't be able to use their FSU name & password to access library resources. Their barcode should still work.

Leah said the Assessment Team wants to hold off on LibQual for another year. They don't want to run into survey burnout because of HLC surveys; also there is the hope of a new Dean by next year. Also, there is a new version called LibQual Lite and if we wait 1 year there will be better data about how it compares with the full LibQual survey. LibQual Lite has all the questions but it gives each individual who is taking the survey fewer questions. In preliminary testing they found that more people fill out LibQual Lite but the results are less positive. The assessment team proposes that instead we conduct focus groups with students and she wondered what do librarians want feedback from students about. One suggestion was reaction to the idea of a 24-hour study area in the library. There was some general discussion about what the purpose of the focus groups is and how they should be run. Ann said it would be great if we have a mix of data on hand, both about user satisfaction and about what the students are learning. Yuri said it would be good to ask students where do you start your search in the library & how do you proceed? Ann asked how can we tap into online & off campus students. Stacy is interesting in doing something to learn about the needs & opinions of off campus students. Dave pointed out that the mediator/moderator is really important and you generally don't want people who care about the answers. Fran asked about working with marketing students as a class project. Rick said we should definitely try to learn how students say they search for resources, it would be good to assess student behavior around information gathering techniques. Leah said this is planned for spring semester, and one other question is how to get students to participate.