Student Library Council  
Meeting Minutes  
03-20-2012  
12:00pm – 1:00pm  
PCL 2.504

Present: Lou Armendariz, Cindy Fisher, Catherine Hamer, Dr. Fred Heath, Karen Holt, Ilse Quijano, Katherine Strickland, Drew Zigler

1. Welcome & Introductions (All)

2. SERU Survey graph (Catherine)  
(seen attached, below)  
Discussed the content and context of the SERU survey graph, as available on p. 83 of the Final Report of the Task Force on Undergraduate Graduation Rates (available at http://www.utexas.edu/graduation-rates/documents/GRAD-REPORT.pdf). Students indicated that they really like the availability of chat services provided by the Libraries, especially that chat is available late into the evening.

3. LibQUAL (Dr. Heath)  
Dr. Heath described the LibQUAL+ survey and that it would be administered March 26th – April 13th. In addition, he went over results from the 2010 survey, focusing on graduate and undergraduate responses (see chart, below). For undergraduates, 4 of their top 5 issues had to do with “library as place” and for graduates 4 of their top 5 issues had to do with “information control” or locating and accessing information resources.

4. 24-hour PCL? (Catherine)  
We discussed what a 24-hour service in PCL might look like...what students really wanted. Group study rooms on all the floors would need to be available.  
Many students are not ready to pack up and leave at 2am and that is one of the biggest complaints students voice to each other and their student representatives.  
We also broached issues of security, discussing ID swipe card access, whether students would feel safe in a multi-floor building with fewer people during non-peak periods of the semester.
We also discussed the possibility of the students helping to raise funding for the additional hours and/or security equipment to make a 24-hour PCL possible. We all agreed to continue conversations on this topic.

5. **Library Space Planning follow-up** (Dr. Heath)
   Dr. Heath discussed the broad outlines of our space planning activities. We have had a library space planning consultant in to look at our spaces. We know that we want to add additional electrical outlets to other floors in PCL, increase seating, add additional group study rooms and presentation/practice rooms.

6. **What are we hearing from students?** (All)
   We need to do a better job marketing library services—use more social media and advertising campaigns. Students and student organizations are willing to help with this.
   Need more/faster QuickPrint stations.

7. **Agenda-building for next meeting** (All)
   We might try a marketing campaign for finals where students and faculty can help publicize library services.
   Get all undergraduates on the library newsletter and a texting list.
   Think about hosting or co-hosting study hours for sororities/fraternities and other student organizations that have required study hours.
Figure 5.1  Students’ Satisfaction with Various Aspects of the University.

Availability of library research materials
Accessibility of library staff
Quality of faculty instruction
Access to faculty outside of class
Ability to get into desired major
Advising by faculty
Advising by departmental staff
Advising by college staff
Educational enrichment programs
Quality of TA instruction
Advising by student peer advisors
Opportunities for research
Availability of courses needed for requirements
Availability of courses needed for graduation
Access to small classes

0.0%  10.0%  20.0%  30.0%  40.0%  50.0%  60.0%  70.0%  80.0%  90.0%  100.0%
## 2010 LibQUAL+ Adequacy Gap Chart

<table>
<thead>
<tr>
<th>Year</th>
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<tbody>
<tr>
<td>2008</td>
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<td>0.06</td>
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<td>2009</td>
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*LibQUAL+ Adequacy Gap Chart (2008-2010)*

- **Information Control**: Rate users' confidence in getting needed information and the ability to locate and access the information needed.
- **Adequacy**: Measured on a scale from 1 (low) to 5 (high).
- **Gap**: Calculated by subtracting the Adequacy score from the Perceived score.
- **Adequacy Gap**: Indicates the gap between what users expect and what they perceive they are getting.

### Key Notes
- **Adequacy Gap** - Calculated by subtracting minimum score from perceived score.
- **Desired Mean** - Sum of user group's scores divided by total number of responses by group.
- **Question asked for the first time in 2003**
- **Question wording slightly different in 2001 and 2002**
- **Local questions changed in 2010**

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