1. Welcome (Colleen Neely)
   - Colleen gave a quick review of what we did at our last meeting and the main themes we chose. She then introduced our Associate University Librarian – Academic Services, Amber Lannon, to give an update on library hours (based on our ad-hoc meeting about hours in October), and to lead us through a discussion about a new service point in the library.

2. Library Hours (Amber Lannon)
   - Amber gave a recap of the ad-hoc meeting that was held in October to discuss Library hours.
   - She told the group that as a result of that meeting, the library is going to expand weekend hours, beginning January 15, 2017.
   - The building will be open 8:00am – midnight, instead of the current 10:00 am – 10:00 pm on weekends.
   - Resources have been allocated for it.
   - We’ll try it out for the whole semester, and staff will check to see how many students are in the building during the extra hours.
   - The new hours will be advertised on the website, but the members of the committee were encouraged to tell their friends about it.

3. New Service Point in the Library (Amber)
   - Amber gave a brief synopsis of the Public Services Review, which showed that people don’t know which of out many service points they should use, and when they do chose a service point feel that they get ping-ponged from service desk to service desk in the Library.
   - Many libraries have a space where you can go for whatever need you have, and get directed to the right place.
   - She explained that there is going to be a new service point in the Library, and she wanted input from the committee on the following:
     - What services should be offered?
     - Where should the space be?
     - What should it look like?
     - What should its name be?
   - The student members of the committee were split into two groups to discuss the first question about what services should be offered at this new service point (although other issues came up as well). They reported back to the group:
     - Don’t know what services are currently offered
     - Help with doing an essay should be included
     - Put signage at the front of the library: “Need X? Go here.” With the various services listed and where they can be found
     - Service point should be an info booth with a circular counter (like at the movie theatre), with about 4 staff, and situated near the current Reserves desk (even though that’s close to the Research Help Desk where there are professionals who can help you; no one knows that desk is there)
     - The info booth should help you with booking a study room
• Help navigate the system and do the booking if you can’t figure it out
• Problems with the current system: can only book 2 weeks in advance or sooner (can’t plan further ahead), rooms are set for specific amount of time (2 hr rooms, 1.5 hr rooms, etc.) so it’s easy to miss rooms that are available. Overall, the system is hard to use.
  o Info Booth should have information about booking various spaces and things in the Discovery Centre
  o Info Booth should have a chart listing everything you can do in the library
    • Didn’t know you could borrow laptops until 5th year here
  o Have a touchscreen kiosk instead of the TV screens
    • Interactive computer system, like in malls
    • Just press to see everything on this floor
  o Improve the library portion of the Carleton app
  o If the Info Booth included the Circ Desk and Reserves functions, the lines would be too long
  o Info Booth should help with printing problems (currently, if you go to the Circ Desk for help they can’t help other than calling someone who calls someone else and it takes a long time for a problem to be resolved)
  o Info Booth should play a delegator/mediator role and should be staffed by students
  o Could get students to volunteer
    • Volunteer for CCR
    • Volunteer and have your fines reduced
    • Students have been through the things people will ask about and so will understand the problems and be able to walk through solutions
  o Name suggestion: CUWhere?

• After this discussion, groups were asked to show where the service point should be and what it should look like by drawing on floor plans of the main floor.
  o Group #1’s Vision:
    • A kiosk (like a booth at a carnival)
    • It should be attractive so you want to go to it
    • It would have maps so you know where to go
    • It would be staffed with a person with a computer so that person can book a room for you if you’re having trouble doing the booking
    • The booth should be made out of nice mahogany wood (the booth should be attractive)
    • Put the booth at the entrance (near where the TV is)
  o Group #2’s Vision
    • The group feels that the Circulation Desk and that whole area look really old and the Circulation Desk is in a weird place
    • Should put the info booth where the Circulation Desk currently is and the Circulation Desk where the self check-out is
    • Move the stapler station and put it at the Circulation Desk.
    • Move the 2 bookshelves for recreational reading. They’re out of place.
    • Put the info booth between the 4 columns by Reserves
    • Put a touch screen directory (like the kind in malls) where the TV currently is
- You should be able to put money on your student card at the info booth, and they should be able to deal with problems.
- Another comment about the current layout of the main floor: it’s annoying that you have to go all the way around the Circulation Desk to get past the exhibits area when you want to get out of the library. Traffic gets really congested right there.

- Other comments from the students:
  - You can’t take out any Reserve material if you have a $10 fine.
  - As soon as your fine goes to Student Accounts, your marks are withheld until you pay, even if you owe as little as $1.
  - Fines go to Student Accounts on December 1, so Foods 4 Fines should be before Dec. 1.
  - Committee members should have their fines waived or get free printing.

4. Wrap-up
- Amber mentioned that she’s looking for student volunteers to lead people on a tour of the Library at an event at 6:00 pm on Dec. 1. Members were asked to email Amber (amber.lannon@carleton.ca) if they’re interested or if they have friends who would like to do it.
- The group decided that Shelley should send email to all members to decide which themes will be addressed at the next meeting.

Next meeting: the week of Jan. 23, 2017. Shelley will send out a Doodle poll to see what time works best for people.