1. Welcome (Colleen Neely)
   - Colleen gave a quick recap of our last meeting, and informed the committee that Lenard Lawless, Head of the Access Services Department, has taken the suggestion to hold Food 4 Fines twice a year to Library management. No decision to report yet.

2. Improving Content on the Library Website (Shelley Gullikson)
   - Shelley opened up the discussion by asking the group if they have any questions, concerns or recommendations on how to improve the Library’s website.
   - Concerns and recommendations included:
     - Students don’t know what the library has and doesn’t have, and they don’t know how to use the resources that we do have.
     - The library needs to push out information about how to find things, who to talk to for help, what resources to use, and how to use them.
     - These things really need to be advertised somewhere (maybe in residence and/or with other departments).
     - We need to teach what resources there are and how to use them.
     - It’s not clear what the Research/Course Guides are on the website. The website needs to show that the Course Guides contain resources that are useful for those courses.
     - The website needs an “Is this is your 1st time using this website?” button with a virtual tour or video of how to use the library.
   - Shelley asked the group a few questions:
     - What do you use the Library website for?
       - They use it to see what books are available and where they are.
       - They use the databases listed in the course guides.
       - They use the Search Summon search box to search for a broad subject, and then they refine the search from there.
       - They use the Subject Guides.
     - What do you think about Help on the website?
       - They like having Help. It saves a lot of time from trying to figure things out for yourself.
       - Introverts may prefer to seek help online rather than asking a person.
       - Maybe add “Do you need help with research?” to lead to a page that explains how to do research, what resources to use, and where you can get different kinds of help.
   - Shelley gave the group a printout of the Library website homepage and asked which parts they used and which they didn’t.
     - Suggestion to make it clearer that you can book a study space rather than just calling it “Study spaces.”
• That led to some discussion about whether or not it would be good to have a library-specific room booking system (conclusion: not). Shelley said she would pass along that the current booking system is problematic.

• Are there any problem areas on the library website?
  • They have a hard time putting a hold on a book. There’s nothing to indicate that you’ve been successful in placing your hold.
  • Need a button called “Beginner” with topics under it, such as “Hey, do you know what a database is? Do you know what the catalogue is?”
  • Need a “Did you know?” banner to advertise what we have (eg: Did you know we have games here?) and things going on in the library.
  • There’s a lot of information on the Library’s website and it’s hard to navigate.
  • The Find button didn’t find what the person was looking for, and wasn’t what the person was expecting (was expecting a Search box).
  • There should be a link to Emergency Services (eg: a button saying “In case of emergency”).

• Are there other Carleton websites that work well for you?
  • Department sites often good (though not always up-to-date), but no other site has the amount and complexity of information that the library site has.
  • Does it matter that the formatting of the Library’s website doesn’t look exactly the same as the university’s website?
    • No, it doesn’t matter.

3. Any other discussion about improvements to the library.
  • Suggestion that committee members (or others) could act as Library Ambassadors
  • Suggestion for pet therapy, perhaps in conjunction with library help (get help and pat a dog at the same time!)
  • They love the extended weekend hours and recommend the pilot go on for the fall semester as well, since there are students away on practicums in Winter Term.

4. Wrapping up the year - feedback about the committee.
  What worked and/or is there anything that needs to be improved for next year?
  • The feedback was very positive. Comments included:
    • They enjoyed the atmosphere.
    • The students felt free to speak – they didn’t feel intimidated.
    • There was a sense of levity at the meetings, and the meetings were productive at the same time.
    • They liked being able to vote on the meeting dates.
    • They liked the creative aspect (eg: writing suggestions on the flip charts).
    • Having a diverse membership was really impressive.
- It was good that we brought in experts to the meetings. Those were people who could actually make changes, and it also introduced the students to more people in the library that they could approach with questions or just say hello to.
- They appreciated getting the meeting notes shortly after each meeting.
- How to get better attendance at the meetings? How about having a draw for a gift card at each meeting? Also, Co-Curricular Record (which is already something for those who are regular participants).
- Can the current members apply for the committee again next year? Yes. Also, the suggestion was made that we email the current members who do not get on the committee next year so they can still provide input.