Welcome

We introduced ourselves and Shelley summarized the last meeting.

Improve Promotion of Library Services

Mike Reynolds, Library Communications Officer, asked how members were getting information now and how they liked to get information.

- Question: does the library have an Instagram account. Answer: Yes, we do, in addition to Facebook and Twitter
- Use Instagram to find out about events on campus and around town; like the visual aspect
- Flyers in departments and at the entrance to the library are good; screens aren’t always great because there can be accessibility issues
- Events on Facebook can be overwhelming
- Instagram useful for finding out about events beforehand, not just seeing what happened at the event
- Good to have diverse means of advertising, especially options other than digital. PhD students have a broad age range and some of them don’t like digital options or are starting to pull away from digital
- Print material in the library and in departments would be good (History and English were mentioned specifically)
- English department has handouts available for their events; this is useful
- Postcards are also great for takeaways
- Targeted emails from departments are good; more likely to go to events if faculty send an email
- Question: has the library thought of having a newsletter? Answer: We currently submit items to existing newsletters, but we could look into it.
- Newsletters can be too much information. A more targeted approach would be better.
- Regarding library events:
  - Can’t remember the last library event I attended
  - Don’t know what events the library offers
- Enjoy the exhibits but don’t see any advertising.
- It’s useful when faculty bring library people into classes to talk about services and how to search
- Instagram is also good for promoting services
- But there are a lot of Instagram accounts at Carleton; can’t follow them all
- To find services or events in the library, have no idea where to look (could Google it, but have no first point of reference)
- Difficult to find service information on the library website, and not easy to explain to others where to go to find it
- Information about reference librarians is not really on the website – nothing to tell you why you would want to go see one
- Physical banners around the library are helpful
• Website is useful for research but not great for services; it’s good that there’s so much on it, but it’s loaded with information
• Emails from the library about books coming due 3 days before the due date, then an email saying they’re overdue. Would be nice to have an email on the due date as well, so you’re reminded to bring them in that day.
• Suggestion for a book drop-off in residence (or on that side of campus)
• Suggestion to offer a tour of the off-site storage facility
• Information about accessing information at other libraries – particularly digital information – is not clear for grad students. Universities in Montreal have a system that allows students to access digital collections from any university in the city.
  o Undergrads also need this information
• Suggestion to put a list of library services at all service desks so it’s easy to see what the library offers

Mike encouraged committee members to email him at Mike.Reynolds@carleton.ca if they have other ideas or feedback about library communications or promotion.

Updates on Themes

Patrolling for noise

Shelley reported that there was less patrolling for noise earlier in the term because staff were still being trained so there were not enough people to do regular patrols. Staff are trained now and so will be patrolling every 20-30 minutes with priority on the silent floors.

Quiet@Library: suggestion to promote this service directly on carrels and tables so students know how to send a noise complaint.

Search history in Summon

Shelley reported that the community of libraries who subscribe to Summon has this item as the top feature request. This doesn’t mean it will happen, but the Summon people know about it. Also, there is an option for people to get RSS feeds of their searches. (Shelley can show anyone who’s interested how to find that option.)

Power bars

Colleen reported that the Library Office needs to know where power bars are needed so they can estimate what this will cost. Committee members suggested the 2nd and 3rd floors of the library, in the extension (back).

Keyboard cleaning
Colleen reported that IT Services cleans the keyboards in the summer. They also clean or replace them if there’s a spill or a complaint that they hear about or discover on their rounds.

Committee members want to ask the library to provide wipes for keyboards, especially during the exam period when the computers are busy, people are more likely to be sick, and it’s the worst time to get sick.

There was also a question about how often the tabletops and desktops are wiped down, again, especially during the exam period. Wipes would also be appreciated for desktops and tabletops.

**Hours**

Shelley reported that last year’s Student Library Advisory Committee had asked for more library hours. The library agreed to pilot 8am-midnight, 7 days a week (aside from shorter hours during breaks and 24 hours during exams). That pilot was evaluated in October and it was found that very few people were coming in between 8-9am on the weekends. So the hours in Winter Term will be 9am-midnight on weekends.

Since one of the themes this year was to look at extending hours near exams, Shelley asked the committee if they had any specific suggestions. After hearing what the current hours around exams are, members decided they were sufficient and did not have suggestions for extending them.

**Wrap-up**

Two final bits of feedback from committee members:

- The library video of Lloyd from Archives reviewing Starbucks’ Zombie Frappuccino was very fun and it was suggested that the library does more fun things like this.
- Suggestion to look into holding a Long Night Against Procrastination (done at Trent, UBC, and elsewhere). This event is well-received by students and they find it very useful. [Here are some examples from other libraries: https://www.trentu.ca/academicskills/undergraduate_lnap.php, https://uwaterloo.ca/writing-and-communication-centre/long-night-against-procrastination-lnap, https://laurentian.ca/long-night-against-procrastination, https://libguides.tru.ca/lnap]

Our next meeting will be the week of January 16 or 23. A Doodle poll will be sent later in November to find a time that will suit as many members as possible.