NCLSAT MEETING MINUTES MARCH 27, 2017 12:30-1:20 (Welland Campus)

Present:
Library Staff:
Bellan D.
Students:
Patricia W.

Classes represented:
Child youth care practitioner (1st year in program/3rd year at NC)

Introductions and refreshments

• Welcomed student to the meeting.

Discussion items

• Touch on previous agenda items
• 2a: ncReads: Max Eisen event & Canada by Mike Myers book choice
• 2b: Ideas to recruit new member for Fall sessions. Who is returning?
• 2c: Extended service hours
• 2d: Cleanliness of the library: Physical space, wipes, etc.
• 2e: Student observations and ideas
• 2f: Exploratory
• 2g: NCLSAT: Feedback on Academic year. What worked and what could be improved?

Feedback

• I mentioned I would be meeting with management soon to discuss previous feedback. We have experienced a lot of changes in a short time, so coordinating some meetings has been tough.
• 2a: They were not able to attend the Max Eisen event, but would have loved to have gone if they didn’t have classes that day. They’d heard it was really great from other folks they talked to.
• 2a: They really liked having the Canada by Mike Myers book to read this term. They thought it was a nice change of pace to have something lighter and fun to read that was different from their having to read a heavy book on top of their school work. They remarked having two types of reading in a year was nice for each term. They thought having lighter reads was better as a student and asked, who was the book club for, staff or students. Thinking lighter material was helpful as a student, and not a criticism of the program.
• 2b: The student in attendance would be returning next year and will be joining up with NCLSAT again. I asked them about recruitment ideas to maximize turnout going forward. Some feedback included more signage. Have signs out in the LLC, not just down in the library. Put them where
the big social traffic is out there. They also mentioned timing with classes can be an issue. Could we have some meetings in afternoon/evening?
They said a meeting sooner after the Orientation week when we get sign ups would help. Even just to have an introduction to the NCLSAT program, and get questions/feedback from people with no knowledge of the full extent of the Library and student services. Suggested offering a prize pack for the end of term or end of year with each attendance counting as a ballot.

- 2c: They thought that the Extended hours were awesome and extremely valuable. They said the extended hours was essential. If they are here and working and, for example, your laptop died they would be able to either borrow one or get IT help or come in to use a PC and still have people here to help them. They also remarked the weekend hours were helpful for them. They are attending classes over the summer with a full work load and said they would still at least use the weekend hours. That just because the school isn’t as full a lot of students are missing out on the services with the reduced Summer hours. Saying they library is there for the students and essential no matter when.
- 2d: Regarding the cleanliness they said that there are multiple signs to wipe down keyboard and other surfaces, but the wipes are never there for them. If they are around it’s just one container at IT or Circulation and they have to go ask for one each time. Can staff ask for more?
They said the cleanliness over all of the library was great and had just the right amount of garbage, recycling, etc. bins around.
- 2e: Covered in all other areas. Discussions went over current and whole year and included in each area.
- 2f: They had been over to see it, but haven’t used it yet. They asked about the hours for it and when could they use the space.
- 2g: I reminded them that I would be meeting with management in for the Library to discuss previous feedback to make additions to the Library where possible based on that feedback from before including today’s meeting.
They suggested for future recruitment as well to give more education that RSVP’s are essential to how the meetings will be run or when they can be run.

**Reminders**

We closed the final meeting for this Academic year. I said it was likely my last meeting and I thanked the student for always coming out and being active in the meetings. They said that they had liked having me available to host the meetings in Geoff’s absence. I encouraged them to let us know if they had more feedback before the term was over, because we are always looking to improve.