

#### 4/14 Advisory Council Minutes

#### **Update From Robert**

##### *Legislative Library*

- A good experience for GRS, good to be in the building.
- We looked at stats. 534 questions in 3 months of service and about 30 in-person visits per day.
- More stats available on our Swiki.
- Council advised GRS to be careful guard against the perception of providing inappropriate service to lobbyists.

##### *GRS Stats*

- We took a look at our stats for the biennium. Available on the Swiki.

##### *Patron Data Cleanup*

- We deleted accounts of patrons whose e-mail bounced each time we sent verification e-mails. There will be a significant dip in our registration statistics for the next quarter, but over time should smooth out with improved patron data stewardship.

##### *Retirement and subsequent recruitment of the State Librarian*

- Planning of the recruitment process is in the works
- The national recruitment process begins in June
- Initial Interviews should take place in September with a hire date of sometime in November.

##### *Ordering Videos*

- If you have advice regarding training or other videos for the library to purchase please get them to Robert ASAP

#### **SEIC Search Box/Front Page**

- Goals: Make the page easier to navigate, put a useful search tool front & center.
- Council Feedback Given:
  - Add contact information to the bottom of the page.
  - Contact us: Add Job roles
  - Rename tabs with something patrons can easily understand. We landed on: “Journals by Title” and “Collections/Catalog.
  - Put tips on the outside text boxes or fade the text for the tips inside the box.
  - Change find box to Site Search and make the site search its own page.
  - Put graphics back in the whitespace.

### **Outreach Update**

- Online tutorials are on the way
- A Quarterly Newsletter is in the works.
  - The newsletter will be in HTML format.
  - Headlines will include events, resources, and training.
- Tool Talks have been successful for GRS.
  - More are coming and we’re receiving requests for encore presentations.
  - We are looking into archiving videos of tool talks.
  - Council advised we speak with Corrections trainers for video capturing advice.
- Agency Champions
  - Project seeks to get current library users to recruit new users for library services.
  - Council advised GRS to target PIO’s, HR, and Training staff
  - Council also advised strategies to get links to the State Employee Information Center embedded into agency intranets—suggested we create a library button or widget for this purpose.

## **Budget Update**

- GRS received a 9% cut to the assessment for the biennium.
- Fixed costs will lead to roughly a 30% cut in the materials we purchase/order/make available.
- We are trying to move to a “just in time” fulfillment model for information needs rather than trying to anticipate patron needs in advance.
- We will likely cut some low use e-resources.
- There is a possibility of a DAS rule or legislative action leading to GRS consultation on agency subscription purchases above a certain amount (roughly \$500).
  - Such action would provide a data collection opportunity in the coming biennium that could provide evidence for an assessment increase in the following biennium.
- We are looking at some end-of-the-biennium expenditures:
  - Purchase of new PC's for staff amounting to roughly \$20,000
  - We received an estimate for cleaning our stakes and our cheapest floor would cost approximately \$6,000. GRS is looking at other less expensive options.

## **Customer Satisfaction Survey**

- Will begin on 4/18 and will run two weeks surveying multiple services.

## **Upcoming Business**

- The Advisory Council will meet in June, Robert to send out a Doodle.
- There are a number of expiring terms and the council will need a new chair for the next biennium.

***Meeting Adjourned 11:30 AM***