

CLAC Meeting Notes

November 16, 2012

In attendance: Sandra Hylan, Angel Wright-Sackett, Chris Finger, Jenny Goodemote, Beth Horn, Cassie Guthrie, Betsy Morris. *Absent:* Cathy Allen.

Notes from the previous meeting on August 17, 2012

No response from EBSCO on statistics. We can track Ask Us stats by hour - maybe moving staff around to more peak hours?

Review previous quarters expenditures and budget report

On track for budget. Reference came in higher than budget due to continuations - difference to be made up out of other materials.

Review previous quarters statistics report

Ask Us stats are up, but increase could be due to more exposure to the service. 2013 will be a telling year if we continue to subscribe system-wide. Ancestry usage is trending upward locally - explore system-wide? Or cost-prohibitive? OWWL2go help tickets - Betsy mentioned system has capability of informing you of your PIN, but there is a 15 minute delay... she will explore this option (one of the major questions we get). Put the PIN reset link right at top of the help ticket. Patrons not taking advantage of My Help features? Jenny asked about considering Mango as a database. Freegal for music? Jenny will make a trip to Liverpool and they have Freegal and will ask the Director about it. She will also stop by the FFL's Fab Lab! Training: traveled 798 miles for 12 trainings! Betsy and Chris will go to Nozzolio's office to train his chief of staff on using OWWL2go on the iPad. Schedule a block of one-on-one sessions at a library as opposed to a 3 hour structured training?

Review 2013 Central Library Budget proposals and narrative

Assuming flat funding at this point. Any variations would come out of Overdrive content/other materials, as we did last year. Beth asked about movement trends away from books on CD to downloadable audio? Betsy can look at circ trends. Betsy moved to adopt the proposed 2013 budget, Angel seconded, passed unanimously.

Recommend continuations and changes to Central Library services for 2013

Keep Ask Us 24/7 for 2013. OWWL2go training will plateau? Cassie suggests doing a survey of member libraries. Focus on training staff so that they can pass on training to local patrons? Currently, it's staff-focused, but patrons are welcome. Access/technology training - tech support as new reference? Digital collections consultant services/assessment? Chris will do a survey and CLAC and GPL will look at the results - what member libraries want vs. the time allowed by Central Library staff vs. load of OWWL2go support (decreasing, plateauing, increasing?)

Nominations for new Committee Members

Angel's and Cathy's terms are expiring this year. Angel will continue into another term (new expiration 12/2015). Sandra would be interested in going off if there is someone else interested in serving. Chris will email Cathy to see if she wants to continue, then send out an email asking for volunteers to serve on CLAC.

Submitted by Beth Horn