

NC LIVE Librarians' Council

Quarterly Meeting Minutes

Virtual

Wednesday, May 12, 2021

3:00 p.m. – 4:30 p.m.

In Attendance:

Laura Davidson (NCICU COI Rep)
Greg Raschke (UNC COI Rep)
Jennifer Sackett (PL COI Rep)
Alan Unsworth (CC COI Rep)
Timothy Owens (State Librarian ex officio)
David Goldsmith (Fiscal Agent Rep)
Jennifer Arnold (RAC Chair)
Angela Bardeen (TAC Chair)
Suzanne Bartels (OPPAC Chair)
Melanie Morgan (WAC Chair)

Staff:

Rob Ross (Staff)
Claire Leverett (Staff)

LC Meeting: 3:00 – 4:30 (LC and NC LIVE Staff)

- Call to Order / Introductions / Agenda Review
- Executive Summary
 - Last Quarter's Accomplishments
- Updates on key initiatives
 - Claire shared impact of COVID-19 on NC LIVE services and usage.
 - Rob gave summary of NC LIVE's member library engagement efforts
 - i. NC LIVE has maintained 90% engagement level. Rob shared libraries that NC LIVE will be targeting for engagement in Q4.
 - Rob shared NC LIVE's promotion efforts in Q3, including social media posts, mailchimp campaigns. Rob shared NC LIVE's Q4 promotional plans.
 - Rob shared NC LIVE's events schedule this past quarter, attendance numbers and upcoming events for Q4.
 - i. Annual Conference- we have around 500 people registered. Last year it was around 600 and we should end up around that number.
 - Rob shared updates from the Instruction program, including attendance numbers from Q3, Professional Development Alliance Updates and Training Advisory Committee updates.
 - i. Webinar attendance has increased in Q3
 - ii. TAC updates: Learning Pathways have been published on the NC LIVE Website. TAC put together a 4-week program on the DEIA Learning Series. At least 405 people registered as of last week.
 - Rob shared SEM Updates – conversion rates, most popular adds, and information on 10-day pass sign-ups.
 - Claire shared HomeGrown Collection updates – pledge updates and content updates

- Rob shared updates from NC LIVE's website redesign, including sample pages and timeline. On track for a September launch.
 - i. ACTION: Extend the period that the current website and the new website are running concurrently, so it doesn't disrupt small academics.
- Claire shared the Help Desk Report
- Jennifer Arnold gave the RAC update
 - Mid-cycle Usage Statistics Assessment
 - New resource impact and satisfaction survey planned for June 2021
 - E-resource forums for member libraries- pilot planned for Summer 2021
- Angela Bardeen gave the TAC update:
 - TAC recently launched the DEI Learning Series
 - TAC is planning a School Reopening Panel for later in the summer.
- Melanie Morgan gave the WAC update:
 - WAC will be working on usability and accessibility tests for the website updates
- Rob shared NC LIVE Financials

Adjourn