Present: Sylvia Boyd, Franklin Edrich, Joy Hansen, Diane Klare, Carol Kubala, Deborah Sanford, Kate Sheehan, Mara Whitman
Absent: Karen Fecko, Sarah Gager, Michelle Luhtala, Kendall Wiggin
Others: Lynette Baisden, Sharon Brettschneider, Stephen Cauffman, Eric Hansen, Bill Sullivan

1. Call to Order
Deborah Sanford called the meeting to order at 1:00 p.m.

2. Approval of Minutes
Carol Kubala MOVED (2nd Diane Klare) to approve the minutes of December 1, 2010. VOTED unanimously. All in favor.

3. Approval of Agenda
Carol Kubala MOVED (2nd Diane Klare) to approve the agenda as presented. VOTED unanimously. ALL in favor.

4. Public Comment
There was none.

5. User Satisfaction Survey Update – Mark Springer, Gale – Cengage Learning
Mark Springer joined the meeting by webinar. He reported on the data collected through an online customer satisfaction survey of Connecticut users of selected Gale resources from August 2009 through December 2010. The survey tool is provided by Foresee Results, Inc. and is based on the American Customer Satisfaction Index. iCONN/Gale resources included in the survey were: PowerSearch, Academic OneFile, Biography in Context, Books & Authors, Business & Company Resource Center, Gale Virtual Reference Library, and Health & Wellness Resource Center. Gale uses the information from the survey to identify service improvements to achieve the greatest user satisfaction, and to provide insight into how their products are used and by whom, which in turn is shared with libraries to help them better serve their patrons. The most consequential opportunities for improvement (i.e., because it would have the greatest ripple effect on all other indicators) was Search and Navigation, which users are “slightly dissatisfied” with, but even these indicators showed improvement over time. Conversely, users are “satisfied” with Look and Feel, and “highly satisfied” with Content and Site Performance. Students are the largest group of users, yet Connecticut has a much higher proportion of adult users than are seen in Gale’s survey data overall, which suggests that “Connecticut librarians are highly successful in their outreach efforts targeting adult patrons.” There is a big opportunity to partner with teachers. Satisfaction results for specific resources are higher than for PowerSearch, indicating a need for improvement in the PowerSearch user experience. iCONN users disproportionately use PowerSearch relative to other library users in the U.S. and Canada (iCONN defaults to PowerSearch), thus any improvements to PowerSearch should have a beneficial effect overall. (Gale will be making improvements to the PowerSearch user interface this Spring.) The trend overall for iCONN is that all elements of user satisfaction are increasing and at a faster rate than the Gale aggregate scores.

Sharon reported that the Governor’s budget should be out next week on Wednesday. Sharon will notify the listservs when we find out about the budget. In addition we are keeping an eye out on the federal budget. The budget for the current year has not been passed and there have
been threats to eliminate all library funding. This doesn’t seem likely anymore and we are operating on a continuing resolution at the same level as last year. If we receive cuts in the state budget, this will also threaten, proportionally, the federal budget due to the maintenance of effort requirements. Sharon also reported that Library Service and Technology Act grant applications are due March 1st. There are six categories of program grants up to $30,000 as well as Community Needs Assessment grants for $1,500. State aid payments were mailed to public libraries this week. Sharon reminded libraries to submit their Connecticard lending reports by the second week of March for this year’s Ccard grants. Tom Newman’s recent statistics workshop entitled, “Using Statistics to Make the Case for Your Public Library” is now available as a tutorial on Webjunction. A Ccar volume study will be conducted the first full week of March. Libraries will be asked to count the number of items received through Ccar.

7. Old Business
   a. Board Nominations update – Sharon Brettschneider
   Sharon Brettschneider reported that Carol Kubala’s term had an odd start and end date because she came in to fill a vacant term. Her name was inadvertently left off the nominations document presented at the last meeting. Sharon added it to the document that went to the State Library Board which voted at its January 24, 2011 meeting to approve nominees for the two year term beginning January 1, 2011 to December 31, 2012.

8. Reports
   a. Database Committee – Eric Hansen
   Eric stated that the database committee last met by conference call on January 20. Due to our inability to purchase the most popular e-books, an informational page listing the major suppliers of free e-books has been posted on iCONN. He also reported that the interface for ProQuest will change. To celebrate Black History Month, EBSCO, Cengage Gale and ProQuest have featured resources that contain African American archives and scans of articles from black historical newspapers. These resources will be available for the month of February.

   b. Digital Library Progress – William Sullivan
   Bill reported that because the bid and re-bid process failed to yield a response that we could use (the only responses received were from our current vendor, and for different reasons both responses had to be rejected), the plan now is to continue with our current contract through June 30, 2011, and then extend it for an additional year. Bill distributed a handout describing iCONN’s portion of the Division of Library Development’s five-year plan, which outlines a series of strategies to “maintain, improve and expand ICONN services to all residents, students and teachers.”

9. Adjourn
   Michelle Luhtala MOVED (2nd Carol Kubala) to adjourn the meeting at 2:50 p.m. The next scheduled meeting will be held on April 6, 2011 at the Middletown Library Service Center.

Respectfully submitted,

Lynette Baisden
Connecticut State Library