

University Library Committee (ULC)
Meeting Minutes
Monday, December 11, 2017; 12:00-1:15 pm
Multipurpose Room, Newman Library

Present: Jactone Ogejo (chair, College of Agriculture); Virginia (Ginny) Pannabecker (Commission on Research); Anthony Carno (Graduate Student Assembly); Bradley Klein (Veterinary Medicine); Edward Becker (Architecture and Urban Studies); Michael Kucsack VT libraries representing Dr. Walters); Vincent Magnini (Business); Hannah Whiteman (Student Government Association); Cornel Sultan (Engineering); Sally Schupe (Staff Senate).

- Committee chair called the meeting to order at 12:05 pm and reviewed the agenda.
- Approved meeting notes from 10/16/2017 ULC meeting (circulated before the meeting) without any amendments.
- Discussed potential ULC deliverables for the 2017/2018 year. Identified space and collection of library usage data as potential issues for deliberation. The committee underscored the importance of engaging students as a powerful voice when seeking changes and updates to the library services. As an example, Hannah, the SGA representative briefed the committee how SGA develops and make policy proposals for consideration by the University administration. Those in attendance agreed students are a core clientele group and should be encouraged to give feedback related to the library.

Space

- Need to define what space means – to include all forms physical and virtual.
- There is a general perception by the students that the library is always full (true during the end of semester activities) and may now be contributing to fewer students using it. However, there is an emerging trend of students increasingly using open classrooms in NCB (New Classroom Building) as study spaces because they think the library is full; access to electrical outlets for computers and other electronic devices in the library is also an issue. It was noted that:
 - Students like new furniture – different types of furniture and the closed group study areas in the library
 - Graduate students use e-resources more than physical space or items; most grads who know about the grad lounge believe that it always has space for them.
 - The graduate student community would like to have rooms to host their TA/RA office hour responsibilities and dedicated carrels for their use, if possible.
- ULC questions about Library space(s):
 - Does the library need to be the place for student workspace, or are there other places that could fill this role?
 - Does the library have a master plan? The library representative noted that discussion of library's space plans is in-process. One of the things the library is considering is a space template idea – modular options for developing a library space of different sizes, for different types of activities – in new areas. Once developed, the library should consider making the space template available to the ULC and others to provide feedback.

User Data collection

The ULC asked if there issues that the libraries would like considered. Michael Kucsack (Mike) noted that it would be beneficial for the library to keep a tally of usage of all the library resources. First, the library would like to know collect resource use data to understand better who it is serving now, but more importantly, who is missed (inform the library of who they are missing in their outreach). Secondly, the usage data is a metric that would inform the new university budget initiative. In the present setup, only off-campus users must sign in with their PID and password to access library resources, those on campus have automatic access by being within a VT location/internet network. Thus, the libraries are concerned that they are missing very pertinent information (the number of patrons) on the use of its resources to accurately assess the impact of the library services. Committee discussions include the following:

- How will changing the sign in requirement even on campus impact privacy and other concerns library patrons may have? Mike noted that the level of data to be collected had not been determined and that the library would not collect data on what users are reading (e.g., at the article/item level) but only as access to the resource.
- Would using a short pop up form to be completed when a patron accesses a resource – such as databases, etc. be adequate, rather than instituting sign on for all?
- The committee expressed concern that having to sign in before accessing research articles and other resources, even when on campus, may create another barrier/inconvenience/deterrent to library users.
- If usage data collection were allowed, how would access to multiple resources by a single user once they sign in be accomplished? Currently, once a user has access, it stays active for a while, so, it appears one would be able to use resources seamlessly for a while before needing to sign in again.
- If tracking who is using specific resources provides the library with an important metric to inform the new VT budget initiative - the PIBB (Partnership for and Incentive-Based Budget) then, this need very important, but if not, is there some other metric or method to collect this information?
- What is the plan for public access if some form of ID is required to access library resources (databases, ebooks, etc.)? How would this plan impact public users? Mike noted that public access would be via the computer stations, not the Wi-Fi network; may also consider username/password options as well for public users who wish to use their own devices.

Other discussion items

- College of Art & Architecture (A&A) – interested in knowing how or what metrics are library uses to make decisions to move books to storage. If based on book usage how are books that patrons use in the library and perhaps put back on the shelves, counted? Are books used in this manner counted as ‘checked out’? If not, they could be erroneously moved or removed. Also, students and faculty are concerned about interest in making the space in College of Arts and Architecture library more collaborative. They believe the college already has a lot of collaborative space and value the library more as a quiet space and for books not available online. In response to these questions Mike noted that the space issues at A&A branch library are because the shelves are at capacity – books are being moved to make room for more books (updated), not to create more collaborative spaces. The library believes that books moved are low or no use and are still available at the library service center. Mike also noted that books to be re-shelved are usually scanned and recorded as used – so it is important that users don’t re-shelve books after use in the library.
- To educate users how the library operates, a library representative should reach out to the A&A faculty and students, especially faculty and make a presentation to address their concerns.
- A question was asked whether the heads of the libraries branches were part of ULC and if not, whether it is something to consider for the future. The response to this was that the leadership at the library branches report to the library representative to the ULC, and therefore, indirectly represented. Further, the mission of the ULC requires independence from the library. Having more library representatives may turn the ULC meetings more like a library staff meeting. However, something to consider – perhaps to invite branch heads or others to future meetings.

Next meeting date(s)

Meeting once / month was recommended – around the end of Jan, Feb, Mar, Apr. The chair will send a Doodle poll to schedule the meetings and assignments to get info from our constituents to discuss at next ULC meeting

Adjourn

Motion to adjourn moved and seconded. Adjourned at approximately 1:15 pm.