University Library Committee
Minutes
Monday, January 24, 2000

Present:
Stephen Baehr, Arts and Sciences, Chair
Eileen Hitchingham, Library
Paul Colley, Staff Senate
Tim Copeland, GSA
Richard Helm, National Resources
Raymond Plaut, Engineering
Mark Schneider, Art and Architecture
Ed Lewis, Agriculture and Life Sciences
Linda Richardson, Library (guest)
David Beagle (Library Faculty Association)

Absent: Ansar Ahmed, Veterinary Medicine, George Graham, Human Resources and Education, Deborah Mayo, Faculty Senate, Doug Patterson, Business Kinsey Row, SGA

S. Baehr opened the meeting with reference to an update on the library budget request as discussed by Provost Meszaros at the last meeting. E. Hitchingham noted that the Governor did not include the library line item request as part of his budget recommendations (announced in December). This request has been chosen, however, to be sent forward by Virginia Tech as a proposed budget amendment in the legislative process this Spring. E. Hitchingham will check into what kind of contact with legislators might be appropriate by individuals in support of this proposal.

E. Hitchingham addressed a list of questions that had been sent to the committee from the Graduate Student Assembly. (see handout)

The first question dealt with the availability of state government documents. Virginia Tech is a selective depository for federal and state documents. "Selective" means that we get a significant portion of those publications, but not all. Receipt of state documents is not as consistent as federal because of the variety of state agencies involved. However, in any case, if someone has specific concern about a document, they should contact Bruce Obenhaus, librarian who oversees government documents. He can probably find a way to obtain the material should we not have it.

Regarding the extended hours pilot program, the Fall data indicates that there is busy patron traffic in the 6:00 p.m. - 8:00 p.m. timeframe on Friday/Saturdays rather than later in the evening. After the Spring data is in, a recommendation will be made as to the extent of continued extended hours.

In response to the request by GSA for more private spaces and quiet areas, E. Hitchingham reviewed the locations of group study rooms and noted areas designated as quiet study areas, especially recommending the 5th floor since there is no major public service area there.

One of the questions asked for clarification about graduate student-specific library orientation. It was noted that such a presentation is part of the GTA orientation; there is a self-guided tour of the library available from the lobby desk and a virtual tour available on the web. Tours of Newman are offered at the beginning of each semester and students are encouraged to contact the appropriate college librarian for college-specific orientations. T. Copeland acknowledged that the GSA needs to more widely publicize the services and resources that are currently available.

There was a question about slowness in loading some electronic documents linked from online databases. E. Hitchingham noted that the library does not always have flexibility in determining the format of electronic publications - many of these are licensed from vendors who determine the variety of format which in turn can affect the download time. The library computers may be faster downloading as opposed to modems at work or home.

E. Hitchingham gave an online demonstration of how to access the libraries' 11,000 full-text electronic publications (from library home page, under Research, then Electronic Journals). Of that total, about 1,200 journals are also cataloged in the ADDISON database. These particular publications are the electronic equivalent of their print version and have URLs that take you directly to the journal.

SERVQUAL is a survey instrument that has had widespread use in the business world to obtain customer input. E. Hitchingham introduced information about the University Libraries' upcoming participation in an ARL project using this survey instrument in conjunction with twelve other academic libraries. Measuring the importance of 30 different factors to individuals, this survey aims to provide some qualitative measures of how well the library is meeting the needs of the academic community . Our library is in the process of obtaining a random sample of 1800 faculty/staff and students who will be invited to participate via email sometime in March or April. The survey will be accessed through an online site and sent electronically to Texas. Efforts will be made to publicize and encourage participation in this project because it is a valuable investment in library knowledge here and on a nation-wide level. Participating institutions include

Michigan State	Kansas
Pennsylvania	Minnesota
Connecticut	California, Santa Barbara
Pittsburgh,	York University,
Arizona,	Washington
Virginia Tech.	

S. Baehr asked about a library policy statement indicating that custom-published anthologies (course paks) were not appropriate for reserve. He wondered if this was a policy based on economic reasons within the town or on national copyright law. E. Hitchingham will look into this and report next meeting.

The meeting was adjourned 4:30 p.m. The next meeting is scheduled for Tuesday, February 22, 4:00 p.m.

University Library Committee
February 22, 2000
Minutes

Present:
Stephen Baehr, Arts and Sciences, Chair
Eileen Hitchingham, Library
Ansar Ahmed, Veterinary Medicine
Paul Colley, Staff Senate
Raymond Plaut, Engineering
Jay Stipes, Agriculture and Life Sciences Linda Richardson, Library (guest)
Nicole Auer, Library (guest)
Paul Metz, Library (guest)

Absent: Tim Copeland, GSA, Richard Helm, National Resources, Mark Schneider, Art and Architecture, George Graham, Human Resources and Education, Deborah Mayo, Faculty Senate, Doug Patterson, Business

Paul Metz, Principal Bibliographer, was present to report on the Library Faculty Serials Assessment Project and to discuss the possibility of another serials cancellation in fiscal '02. He noted that the Serials Assessment Project came out of the recommendations of the Library Serials Committee established by Erv Blythe in the Fall 1997. In addition to the endorsement to move toward digitized, remotely accessible kinds of resources, the committee recommended that the Libraries work with faculty to redefine from a zero base the publications they find critical for research and teaching, and to develop the cost base associated with supporting these contemporary needs.

P. Metz noted, in background, that the static budget and 11% yearly serials cost inflation have resulted in increasingly frequent rounds of cancellation, now cumulating up to 4790 titles in this decade. While all institutions are cancelling serials they are not cancelling as frequently as Virginia Tech or as deep.

Over 400 faculty participated in the Library Faculty Serials Assessment Project, an online survey. They cast over 9,000 votes scattered across 4100 serials titles. This data combined with citations, publishing and circulation patterns served to produce a list of 4,563 titles at a price of $3,588,000.

The Libraries asked for 2.1 million as part of new funding this year. The total amount for academic needs that will come to the University is not yet known. Paul estimates that a million dollars to the base is needed to prevent a massive serials cancellation in fiscal '02.

Linda Richardson, member of the Commission on Research, noted that this presentation would be of interest to the COR. S. Baehr will make an inquiry and get back to P. Metz.

During the last meeting the question was raised as to what the committee could do with the legislative process regarding library budget issues. E. Hitchingham had consulted with Ralph Byers; he indicated that the key legislators who will make these decisions are not local and are not likely to be influenced by calls or letters from Blacksburg. Hence, a letter campaign at present was not considered appropriate.

E. Hitchingham noted that the Athletic Department made a gift of $250,000 to the library from its Sugar Bowl earnings. This is a very welcome gift that she would like to see used to purchase something that would benefit all library users.

In follow-up to the question regarding the library policy of restricting

placement of coursepacks on reserve:
E. Hitchingham noted that the library's practices were reviewed by the university lawyers and reflect reluctance to get involved in possible copyright infringement. Copyright was discussed and was considered to be a complex and murky issue. The specifics of coursepacks will be reviewed by the University Counsel.

The meeting was adjourned at 5:10 p.m. The next meeting will be Tuesday, April 25. NOTE: There will not be a meeting in March.

University Library Committee
April 25, 2000
Minutes

Present:
Stephen Baehr, Arts and Sciences, Chair
Eileen Hitchingham, Library
Ansar Ahmed, Veterinary Medicine
Paul Colley, Staff Senate
Richard Helm, National Resources
Raymond Plaut, Engineering
Mark Schneider, Architecture and Urban Studies Nicole Auer, Library (guest)
Ladd Brown, Library (guest)

Absent: Tim Copeland, GSA, Jay Stipes, Agriculture and Life Sciences, George Graham, Human Resources and Education, Deborah Mayo, Faculty Senate, Doug Patterson, Business

S. Baehr opened the meeting with a request for college comments. R. Plaut noted that some faculty in Engineering had expressed concern about further serials cuts. A. Ahmed noted that the Veterinary Medicine's college library committee had invited Paul Metz, Library Head of Collection and College-Based Services, to come and explain the funding situation with serials. After hearing his discussion, those faculty members asked to have their concerns noted and recorded officially with the ULC. S. Baehr added that faculty members of the College of Arts and Sciences have also voiced concern.

Ladd Brown, Acquisitions Librarian, was present to address a question about the rush order procedures used to purchase library materials. S. Baehr inquired as to whether suggestions of vendors passed along with rush orders for materials were considered in the ordering process. L. Brown explained that such suggestions were taken very seriously, but that sometimes there were hidden obstacles that required a round-about approach. Requirements for prepayment, documentation required for status as "sole source" and guaranteed shipment are some of these considerations that may influence the choice for a vendor. He noted that it is the practice of his department to go to the quickest place for rush orders. (see handout)

S. Baehr raised a question about the procedures involved in ordering out-of-print materials. His experience had been that sometimes the (out-of-print) books he ordered, stayed on a Tech request for a long period of time, and that in the meantime he occasionally could find them online. L. Brown noted that trying to find out-of-print materials is labor intensive and out of the normal workflow. However, he is exploring the options for buying used books and working with a new vendor on a trial basis for such materials. S. Baehr asked if the committee could be updated on the outcome of that trial next year. L. Brown encouraged faculty to send him e-mail if they have any questions or need clarification about these issues (blbrown@vt.edu).

E. Hitchingham presented some of the key concepts from the library renovation plans developed by Aaron Cohen, an architect engaged by the university. The plans are still in process but reflect a need to look at how the library will fit with the new ACITC building and how it might allow for increased seating, access and storage. His proposal included a storage pod linking up to the back of the library that would be completely automated storage retrieval. Holding up to one and a half million volumes, it could meet about the next ten years of growth. Other highlights of the proposal included moving Special Collections to the fifth floor, a coffee area on the first floor, changing the main entrance to the original second floor area, and moving circulation and reference to the second floor entrance area.

At the last meeting a question had been raised about the feasibility of putting coursepacks on reserve in the library. E. Hitchingham consulted Kay Heidbreder, University Counsel, and was told that if the professor obtained permission in writing from the copyright owners to put the coursepack on library reserve, then it would be possible. However, this means that in addition to getting the permission to actually use the material in a coursepack, you need a second permission to put it on reserve. E. Hitchingham will look into whether this second permission request could be part of the coursepack process at the University Bookstore.

Regarding library budget status, E. Hitchingham noted that the university received some funding for academic issues, but it has not gone out to the units yet; this usually happens at the end of May. She also noted that she submitted a request for 1.2 million to the library base materials budget, even though the recent requests were not supposed to have continuing implications. The need is there to stave off a serials cut back. Paul Metz presented the budget/serials situation to both the Commission on Research and the Commission on Graduate Studies and Policies since the last ULC meeting. Both agencies expressed considerable concern. While such group concern is noteworthy, individual stories would be very valuable in demonstrating the seriousness of the library budget impact on teaching and research. E. Hitchingham recommended writing individual letters to Peggy Meszaros, with a copy to Charles Steger.

R. Plaut raised a question about the possibility of having a list of the new books available online. E. Hitchingham indicated this would be looked into this summer.

S. Baehr thanked the committee for its work this year. The meeting adjourned at 4:50 p.m.

University Library Committee
Wednesday, September 29, 1999
Library Boardroom
Minutes

Present:
Stephen Baehr, Arts and Sciences, Chair
Eileen Hitchingham, Library
Ansar Ahmed, Veterinary Medicine
Tim Copeland, GSA
George Graham, Human Resources and Education Richard Helm, National Resources
Raymond Plaut, Engineering
Mark Schneider, Art and Architecture
Jay Stipes, Agriculture and Life Sciences Linda Richardson, Library (guest)
Nicole Auer, Library (guest)
Nan Seamans, Library (guest)

Absent: Paul Colley, Staff Senate, Deborah Mayo, Faculty Senate, Doug Patterson, Business, Kinsey Row, SGA

S. Baehr, newly appointed chair of the University Library Committee, welcomed new members and reviewed the work of last year's committee. After its last meeting in April, this committee drafted a letter to Provost Meszaros, expressing concern that the current state of the library budget puts the library, and therefore the university as a research institution, at risk. Provost Meszaros replied to the letter over the summer, indicating that she will be making a request for a major infusion of funds to the library, but that the amount would be determined later. She also indicated she would come to meet with the committee this fall about their concerns. That meeting is scheduled for November 29, 3:00 pm in the library boardroom.

In follow-up to last year's discussions about possible ways to offer more formal bibliographic/research skills instruction to undergraduates, Nan Seamans, shared recent instructional initiatives in the library. E. Hitchingham noted that major reorganization had occurred within the library over the summer to address development and assessment issues that might be associated with having a library learning and instruction program. She had asked Nan Seamans, Director of Instruction, to head up this program.

N. Seamans noted that this new instructional initiative (see attachment ULC - 999 - Handout) is building upon the many existing instructional programs in the library. The initial planning stage includes the examination of benchmarking data, the undergraduate and graduate curriculums, programs at other institutions, and web pages. They are trying to identify populations who would need this kind of assistance and places where it is possible to integrate the instruction into the curriculum. They have the beginnings of a web site at Virginia Tech that has information literacy information on it, and are looking at the standards (and indicators) for information literacy put out by the Association of College and Research Libraries. N. Seamans noted also that part of the mission statement of the initiative is to improve teaching techniques for this type of instruction. Terry Wildman of the CEUT has agreed to work with the library faculty to identify ways to facilitate teaching and presentations.

A question was raised by G. Graham as to how "instruction" was being defined. N. Seamans indicated that this would cover many different types of teaching opportunities and resources including classroom instruction and web-based modules that would be self-paced.

G. Graham also noted that an important consideration is "How do you get it to sink in? How do you build it (information literacy) into the

culture of any learning community?" N. Seamans agreed that this was a central issue to the development of their plans. Research tends to show that when you have a component of this type of information literacy instruction integrated into a course - as part of an assignment - that's where it sinks in. This approach, however, requires a lot of coordinating work between the campus and library faculty.

M. Schneider inquired about attempts at developing interactive software that could actually be used in the research process. N. Seamans noted that some work was being done in this direction, and that there are other institutions that have developed such processes. However, writing on the effectiveness of these programs tends to be anecdotal rather than research-based.

L. Richardson, Director of Reference and Branch Libraries and representative on the Commission on Research, distributed a statement written last year by the Commission on Research and the Commission on Graduate Studies and Policies. It talks about the inadequate university infrastructure, which includes the library, and the need to find additional funds to support institutions to research. The statement will be going to the University Council as a resolution. L. Richardson encouraged committee members to write letters of concurrence, so that this becomes a strong statement to the new president.

R. Plaut mentioned that the copier situation was still unsatisfactory over the summer, with many copiers out of order and the quality of copies poor. E. Hitchingham noted that this issue will be addressed at the next meeting and that a machine with reduction/enlarging capability will be available as part of a pilot plan.

R. Helm passed on a question from one of the faculty from his college about whether it was possible for copies made at Storage to be sent by campus mail, rather than picked up at Newman. E. Hitchingham will look into what the current procedures are.

E. Hitchingham distributed a list of communication pathways between the library and the university community (see attachment Library Communication Paths) Among these were news publications put out by the library, the committees and commissions, the college librarians, the library web, FDI sessions and other presentations to student organizations. She indicated that she would welcome any suggestions for other aids to communication.

The meeting adjourned at 3:50 p.m. The next meeting is scheduled for Wednesday, October 27 at 3:00 p.m.

University Library Committee
Wednesday, October 27, 1999
Minutes

Present:
Stephen Baehr, Arts and Sciences, Chair
Eileen Hitchingham, Library
Paul Colley, Staff Senate
Tim Copeland, GSA
George Graham, Human Resources and Education Richard Helm, National Resources
Doug Patterson, Business
Raymond Plaut, Engineering
Mark Schneider, Art and Architecture
Jay Stipes, Agriculture and Life Sciences Mark Robertson, Library (guest)
Nicole Auer, Library (guest)

Absent: Ansar Ahmed, Veterinary Medicine, Deborah Mayo, Faculty Senate,
Kinsey Row, SGA:

S. Baehr opened the meeting with the first agenda item regarding the quality of copying and down time of the photocopy machines in the library. Mark Robertson, Head of Photocopy, was present to brief members on the recent monitoring efforts. A decision had been made to survey all eighteen copiers in the library during the busy period of this past October 1-25, running test copies every three hours - a sample amounting to 3600 visits. Of these test visits, there were 42 incidents of unsatisfactory performance or an error rate of 1.2%. These problems ranged from paper jamming, poor quality, calls down to copy service and power cut off. M. Robertson went on to report that there had been circumstances during the renovation process this summer in the library that contributed to downtime and poor quality. At times five machines were down due to construction, causing excess use of the remaining copiers resulting in poor quality. By the end of September many of these problems were resolved with the end of renovation and return of the machines. E. Hitchingham indicated that there are plans to continue to periodically monitor the machines.

M. Robertson also noted that Photocopy is in the transition of altering the machines so that they will accept the Hokie passport card for payment or a similarly sized white card issued by the Photocopy Office. They will eventually phase out of the use of the small gray photocopy card. E. Hitchingham announced that the library plans to have a color copier with variable reduction by mid November. This will be out for public use right outside the Photocopy service window. (handout re: Photocopy) She also noted that there is a decline in the overall use of the copiers in the library, here and across the nation, because of the growth of alternative printing options. Decline in use results in less revenue to support numbers of machines and their maintenance. Future contract decisions about Photocopy operations may need to take this trend into account.

E. Hitchingham reported on follow-up to the question raised last meeting about the possibility of having journals articles requested from storage sent directly to on-campus offices. She noted that this can be worked out, and will expect to get it implemented by this summer. She shared some statistics (handout re: storage use) about the numbers of items requested from storage - each year about 16,000 items are requested, about one-third of which are books and two-thirds of which are copies of journal articles.

Members discussed concerns regarding library funding to share with Provost Meszaros at the upcoming meeting of November 29. Topics included effects on ARL ranking and institutional ranking, faculty recruitment, retention and morale, cancellation of periodicals, and decrease in book

purchases.

R. Plaut commented that prior to June of 1999, the library posted a monthly list of the new books online. He found this useful and wondered how it could be re-established. Eileen noted that when the university went off the mainframe, this was discontinued since it was generated within the old system. She agreed that it would be nice to bring it back, and that it can be reviewed as a project for late this year.

T. Copeland inquired about the status of ULC action related to the resolution from the Commission on Research. S Baher noted that L. Richardson indicated she would notify the committee about the optimal timing for letters of concurrence - sometime after it was passed by the COR and as it goes up to the University Council.

The meeting adjourned at 4:00 p.m.