

Library Liaison Advisory Group
October 18-19, 2011

Meeting Minutes

The following minutes are a compilation of discussions at the three Library Liaison Advisory Group meetings: Tuesday, October 18, 12 noon – 1:30 pm; Wednesday, October 19, 9 am – 10:30 am; and Wednesday, October 19, 3 pm – 4:30 pm.

1. Locations of service areas and update on Hampden Center Reading Room (Erin Meyer and Peggy Keeran)

During the renovation, Penrose Library services are largely located in Penrose@Driscoll in the Driscoll ballroom on the north side of the building. Using PowerPoint, Peggy and Erin gave a visual tour to illustrate where the services and departments found in Penrose Library are now located.

Penrose@Driscoll:

- Circulation, traditional reserves, ILL, and document delivery (books coming from Hampden Center, Pascal, Prospector, and ILL) are all centered at the Access Services desk.
 - Inside of Driscoll, be sure to return all materials to the Access Services desk.
 - There are book donation bins around Driscoll, so be sure not to drop off your Penrose items in those! This has been a point of confusion for our patrons.
 - In the Access Services update below, Bethany discussed book drops located outside of Driscoll.
 - Earplugs are available at the Access Services desk.
- The Research Center is busier than ever and offers research help in person and via email, chat, text, and phone. In-depth consultations are available by appointment.
- During the renovation, for course-related research instruction, we meet in the classroom. We're holding our workshops in Sturm.
- The Writing Center is located next to the Research Center.
- The Math Center occupies tables on the floor of the ballroom; when closed, the space is used by students as study space.
- There is limited study space in the rest of the ballroom.
 - In the Access Services update below, Bethany discussed study space in more depth.
- The UTS computer lab is located in the ballroom gallery, and staff provide assistance with software questions. Laptop help is available in the UTS building.
- Quick Copy has permanently moved into the Bookstore.

Aspen Hall (located just south of Evans Chapel):

- The Writing Program faculty and staff are in the south section.
- Penrose administration, the reference librarians, and the Access Services librarian and staff are in the middle section.

- CTL, Special Collections/Archives, the collections librarian, cataloging librarians, and library support services are in the north section.
 - The Special Collections/Archives reading room is located on the second floor of this section. Access to these collections is [by appointment](#).

Hampden Center

- All collections that left Penrose Library this past summer are located at the [Hampden Center](#) in non-browseable, 20' high, high-density shelving.
 - We still have materials stored at Pascal, which we will begin to move to Hampden Center at the end of 2011.
- The Hampden Center Reading Room is [available by appointment](#).

Features in the library catalog to help with browsing:

- Whenever possible, we include tables of contents and Google Previews to allow the contents of the book to be browsed.
- For virtual shelf browsing, use the classic catalog. Both of the following features allow browsing of all material types by call number: books, ebooks, items that are checked out, items that are available, DVDs, Special Collections, etc.
 - In the full record for the book, click on the call number to browse other items in call number order.
 - At the bottom of the full record, click on the “Full Screen” link to see the virtual browse shelf.
- For examples, see the Penrose Pen [Virtually Browsing the Library Collection during the Renovation](#).

2. Access Services update (Bethany Sewell)

Course Reserves

- Bethany distributed a [handout on various course reserves options](#), and listed some of our partners on campus which participate in providing course content
- Incorporating Physical and Streaming Media Reserves into ARES, but can still put requests in via email or phone.
- We can make e-reserves available in Blackboard.
- All turnaround times are three weeks. The Reserves staff worked very hard to ensure that all reserve materials were available within three weeks, and sometimes the turnaround time was even faster than that. Exceptions to the three weeks are items we have to purchase or which are checked out.

Document Delivery

- Umbrella term that encompasses Request It, Interlibrary Loan, and Prospector.
- Items housed at Hampden Center.
 - Expectations: items are delivered to Penrose@Driscoll on the odd hour between 7 am and 11 pm. If an item is ordered before the even hour, then it should arrive by the next odd hour. For example, if a book is ordered by 10 am, it could come by the 11 am delivery.

- Bound journals and individual issues of recent journals can be requested using Request It. These circulate for 7 days, and students can borrow these now, whereas in the past they could not.
 - If the item at Hampden Center is a book chapter or an article in print or microfilm, then it can be requested using our Interlibrary Loan form, which is also functioning as our Document Delivery request form.
 - We will be renaming the ILL form to Document Delivery at some point.
 - Expectations: are working towards two-hour turnaround, but right now may be up to 24 hours.
- Items housed at Pascal come within 24 hours during the week.
 - There is no delivery on the weekend.
 - Expectations: Weekday delivery from Pascal is between 11 am – 1 pm. If make request before 9 am on a weekday, then should be at Penrose@Driscoll between 11 and 1.
- Prospector delivery remains the same: 3-5 business days.
- ILL delivery depends upon how quickly another library can fill our request. Some ways we are working to increase turnaround time:
 - If the item requested fits in our collection profile, and if it is less expensive to buy than to borrow, we will purchase the item for the collection. This will cut down on delivery time. Purchased items can then be checked out for your regular circulation period.
 - We are members of ILL/[COKAMO](#), which is a delivery system for interlibrary loans between Missouri, Colorado, and parts of Kansas and Wyoming. By lending as close to home as possible, cut down on delivery time and costs.

Exterior book drops

- Located on the south side of Driscoll on the east side of the Lot E parking structure and on the north side in the visitors parking lot between Race St. and Driscoll.
- Clear these book drops out several times a day.
- OK to put media in the book drops, but not individual issues of periodicals.

Multi-region DVD/VHS player

- Available for students behind the scenes in Penrose@Driscoll. Ask at the Access Services desk.
- We also have DVD/CD players on the public workstations near the Research Center.

Study Space Guide

- Have partnered with residence halls and the Registrar to provide spaces for students to study on campus.
- Have an alert on the left side of the Penrose Library home page, linking to the [study space guide](#).
 - Lists the areas, with the ability to limit to quiet spaces or to group study, and to limit to spaces with wireless, printing, or food.
 - Are doing head counts in Driscoll, but don't have the staff to do counts at other areas – need to work on this.

- One underused space is the Pub on the lower level of Driscoll on the north side, which is a quiet study space after food services close.

3. LLAG website (Peggy Keeran)

- The new [LLAG website](#) features the archive of announcements distributed to the list, the list of members, meeting minutes, and newsletters.
 - Will post the minutes of these Fall 2011 minutes, plus the handouts, on the website.

4. New database subscriptions (Michael Levine Clark)

Goal is to purchase databases, not subscribe because no funds for subscriptions, which are ongoing and prone to inflation.

- Strategy is to buy collections as one-time purchases from one publisher at a time to get huge discounts.
- Michael distributed a [handout of new resources](#).

Three categories of databases we purchased this year:

- Reference sources
 - Because we were only able to bring a very small part of the reference collection to Driscoll, worked to purchase e-reference books.
 - Credo Reference – hundreds of academic reference books across the disciplines.
 - Wilson retrospective indexes: These were huge runs of printed volumes, covering most of the twentieth century. Purchased *Essay & General Literature Retrospective*, *Applied Science and Business Periodicals Index Retrospective*, *Humanities and Social Sciences Retrospective*, etc.
 - Gale literary reference collections: These, too, are huge runs which took up a lot of shelf space. *Dictionary of Literary Biography*, *Something about the Author*, *Contemporary Literary Criticism*, etc.
 - Oxford handbooks and reference online.
- Streaming video collections (an area we expect to grow).
 - *American History in Video*.
 - *Counseling and Therapy in Video*.
 - *Opera in Video*.
- Primary Source Collections.
 - Bought small, focused digital collections from Gale.
 - Archives Unbound.
 - Not expensive purchases.
 - By purchasing the entire collection, received a huge discount.

5. Monograph collections in the renovated library update (Michael Levine-Clark)

Faculty committee recommended to the Provost and Chancellor that 50% of the monograph collections return to Penrose Library.

- The surveys the librarians sent to faculty and to students showed that all disciplines use the book collections, so need something from every discipline.
- Need to balance all space needs, and to provide far more seating and study spaces.
- The collection must be manageable – can't swap out the collection every quarter because too labor intensive and difficult to manage.
- 50% provides access to a collection that can be browsed meaningfully.
- The librarians provided data to the committee, but were not involved in the creation of the document that was sent to the Provost and Chancellor.
- The committee recommended the following guidelines to help determine what should return:
 - Bring back the monographs published in the past 30 years.
 - Found that 80% of what was borrowed in the past two years was published in the last 30 years.
 - Exceptions to this rule:
 - If we have an ebook copy, the print copy will stay in HC.
 - Only most recent edition will come back; earlier editions will remain in HC.
 - One copy of a book will come back, if we have multiple copies.
 - Some subjects may have less demand for monographs, such as Engineering and Finance.
 - Bring back monographs, published before the 30-year cut off, that circulated 2 or more times.
 - Found that if a book circulated twice, it was likely to continue to circulate.
 - Visually heavy materials, where the best way to find what is needed is by browsing. Art history is a good example, as are archaeology, atlases, costumes, etc.
- We can bring back a total of 39,500 linear feet of books.
 - Once we have identified the titles based upon the criteria above, will have to see if need to make further cuts.
- Questions:
 - Will PASCAL books go to HC? Yes, this will happen shortly.
 - What about 19th century literature, if it hasn't circulated? No, these won't come back if they haven't circulated.
 - Hathi Trust and Internet Archive do have good collections of 19th century ebooks.
 - Gale is developing a nineteenth-century digital collection.
 - Can faculty suggest areas to return to Penrose?
 - This will be fine if the suggestions fit within the criteria. Can suggest call number ranges or titles. We are looking at call number ranges broadly to make decisions about exceptions.
 - What about books that were consulted but that didn't circulate?
 - We are counting those uses in our circulation statistics.
 - Will journals come back?
 - Maybe only selected bound periodicals that are heavily illustrated, or important for their advertisements.

- Browsing periodicals and DVDs will return.
- Are other libraries facing the same issues Penrose is?
 - Librarians thinking afresh about the new world of acquisition, access, document delivery – wide ranging conversations – that allow libraries to think about their space.
 - New factors at play in scholarly communication and publication.
 - Automated systems allow us to generate reports that help track what is being used and what isn't.
 - We are able to take the lead on some of these conversations.
- Nancy thanked the faculty committee members and the faculty in general for their support during this time.

6. Penrose Library renovation update (Nancy Allen)

Building under construction.

- Abatement contractor in building. It is sealed for asbestos abatement, so no one but the contractor can go in. Will strip the building back to the steel to get rid of the asbestos – Penrose Library was certainly fireproof!
- Next, the general contractors will bid in the first week of November, and the rebuilding will begin.
- A slight delay because of the collections decision – the lower level had to be redrawn and all affected had to rethink the space, from the electrician to the structural engineer to the furniture consultant to the lighting consultant, etc.

[Academic Commons at Penrose Library: A look at the future](#) (a slide show)

- Nancy walked us through the slide show, and pointed out some features.
 - Additional windows on west.
 - Entrance in center on the south side of the building, with a patio curving around the SW corner, where the old entrance was located.
 - Interior dramatically different:
 - Ceiling clouds break up space and the monolithic, oppressive view; creates sub-neighborhoods of spaces, and helps with acoustics.
 - Curved walls, hanging classroom, new events space.
 - Glass walls to bring in light.
 - Will have good acoustics.
 - All types of seating.
 - Lower level will be the quieter floor.
 - Lockers all over building.
 - 33 group study areas of all sizes.
 - New faculty reading room
 - Floor to ceiling windows looking out over Carnegie Green.
 - Combination of furniture.
 - Shelves to leave materials.
 - Limited to use by faculty only.
 - Two deep quiet study areas for students:

