

Library Liaison Advisory Group Minutes

Meetings were held on May 14, 15, 16, 2013.

- 1) Welcome and Introductions (Peggy Keeran)
- 2) Main Library: Faculty Spaces and Resources (Nancy Allen)
- 3) Students' Responses to the Renovation (Carrie Forbes and Erin Meyer)
- 4) The New Library Website (Sheila Yeh)
- 5) Special Collections: Maps—Collecting, the Sesquicentennial, and the *Maps: From the Local to the Global* exhibit (Kate Crowe)
- 6) Data Management Project (Kathleen Gregory)
- 7) Wrap Up (Peggy Keeran)

1) Welcome (Peggy Keeran)

Welcome to the new space. We will have a reception on Wednesday, 5/15/13 from 5-6:30 pm for the *Maps: From the Local to the Global* exhibit in the Events Room; please invite your students and others to join us.

Introductions

2) Main Library: Faculty Spaces and Resources (Nancy Allen)

- Nancy has created a “Top Ten List” of ways the new building benefits DU faculty:
 - 1) The Front Porch Café is a great location for faculty to meet students or colleagues over a cup of coffee or tea. It is an informal environment, with food and beverages until 10pm.
 - 2) Group study rooms are wonderful for your class projects, meetings with students, or for group project. You can reserve these online or by using the control panel located next to the door.
 - a. Question: Can you separate yourself from 25Live for group study rooms or make it simpler to use?
 - i. 25Live is the campus choice, and we agreed to try it. We are still fine-tuning 25Live for reserving group study rooms in the building, as well as for our mediated rooms. If we have to change systems, we would have to request an override of the campus system. The panels outside the doors talk to 25Live. We designed a portal view of reserving group study rooms to have fewer steps than mediated rooms, but we are still working out the process because we know it is not easy.
 - ii. Requests for mediated room such as The Loft, Events, Gottesfeld, and Schayer can be done with 25Live, and then our staff, which coordinates the schedule, will work on the request.

- iii. We are in beta-test-mode with Four Winds (the interactive map on the flatscreen panel in the lobby) to show rooms that are available for use at any time. This time of year, every room is taken in the afternoons. Please reserve ahead of time to ensure you have the room.
 - iv. We apologize for any difficulty experienced with reserving rooms, and we are working with the Registrar's office to simplify the process. We will take feedback about 25Live into account when we make our decisions.
- 3) Assign digital media projects to your students with confidence, knowing that there is a place they can go for tutorials or help sessions on technology needed for success. The Digital Media Center, located between the Lending Desk and the Research Center, has digital video and audio editing services as well as post-production services.
- a. Does this center help students do photo editing? Yes, it does, and it is staffed long hours. On the library website, click on the Students tab, then click Digital Media Center for more details.
- 4) You'll probably see better-informed papers if you build incentives into your syllabus that encourage students to use the Research Center.
- a. Encourage students to make appointments at the Research Center for individual or group help.
 - b. The librarians can also help students find specific pieces of information, such as statistics, as well as literature searches.
 - c. The number of individual and group Research Center consultations are up 39% from Winter Quarter, and the number of individuals who had consultations are up 54% from last quarter.
- 5) Grade your papers or get other work done in the Faculty Reading Room!
- a. Located on the upper level, above the front entrance and overlooking Carnegie Green, the room is equipped with chairs and small tables. Please give us feedback on the room and any furniture needs.
 - b. You will need your DU ID to swipe card into the room. The room is also open to adjunct and emeritus faculty, so if there are any problems, let us know.
 - i. If anyone experiences any problems, please contact a library staff member with the person's DU ID and name, and we will straighten it out.
- 6) You can have locker for a quarter! We have about one hundred lockers on every floor, and Carrie Forbes can help you with a locker assignment so you may leave materials/equipment securely.
- a. You may use an open carrel or any open seating in this building, as well as the Faculty Reading Room. The reservable carrel room is for students with long-term projects.
- 7) You could assign a group video assignment for your class to watch. The students could reserve the acoustic area near the video shelves, or they could reserve a group study room and use the flat screen there. The acoustic domes in the video area located on the upper level, send sound directly down to the seating area, so that the audio doesn't carry.

- 8) Schedule a librarian in your class to give a workshop on use of licensed resources, digital content, or journal literature appropriate for your class. The Loft or the Herold instruction room are perfect venues for the library faculty to conduct workshops one room has built-in computers and the other has large work tables where students can use their personal laptops.
 - 9) Do you teach with primary resources, or ask students to use special collections or archives? We have a seminar room to use for that session next to Special Collections, the Schayer Room, in which our curators and archivists can facilitate faculty and student interactions with special collections and archives. These sessions may also take place in the Gottesfeld room, if you want you students to work with the artists' books.
 - 10) Connect to a guest speaker anywhere in the world by using the Wohlauer Teleconferencing Room. You could also use this space to enable your students to interview experts and capture the interview on a video recording. This room has ceiling microphones, cameras, and high-tech teleconferencing equipment, facilitated by our AV staff.
 - a. Does the person on the other end need special technology? The technology can connect simply (e.g., Skype) and is also compatible with many brands of teleconferencing software.
- Question: Are you open 24 hours? During the quarter we are open 24x5, and we close at night on Friday and Saturday. Otherwise, we are open from Sunday morning at 10 am to Friday evening at 8 pm.
 - We welcome feedback, so please give us suggestions as we break in the new building. Please contact any member of the library staff if you have any difficulties, especially with occupancy sensors or lighting in any room.
 - Question: Concerning the Faculty Reading Room, the English Language Center faculty is labeled as "staff" on DU ID cards—will they have access to this room?
 - It depends on how they are listed in Banner; we will look into this.
 - Concerning the building, our gate counts are rising, and this is the busiest season. We are about to go 24 hours, 7 days a week for finals. We are delighted to get feedback for improvements. Please bear with us while we are in flux and still beta-testing some areas and finalizing landscaping.
 - Comment about reservations: It is complex, figuring out which rooms have what type of equipment.
 - The list is on the [Room Reservation page](#) on the library website, but it can be improved.
 - To find study rooms, use the Google search box on the library website to search "study rooms." The search will retrieve a guide for study rooms, but this page is not yet easy to find otherwise; we are working to get this page into our menu system for easier navigation. The URL is: <http://libguides.du.edu/studyspaces>
 - Comment: Zebi's menu needs to be varied and improved. How often does the menu change?
 - Nancy Allen is meeting with Sodexo soon about these issues. Some options are limited by the kitchen equipment, but Nancy will pass along suggestions for variety and change.
 - Question about the collection split between AAC & Hampden:

- We are still paging so people do not have to worry about the original location of books, but we encourage direct access to the Penrose collection on the lower level. The collection supports the most needed/used collections. The library upholds the 2-hour turnaround time from Hampden to the AAC.
 - Comment: Students seem to be excited to have book shelves back, but the ability to do deep browsing within the collection is problematic because of the split collection. For example, one graduate student working on a project has to request 80 books at a time to do her research; she can't just go to the shelves and browse. Some liaisons agreed that browsing in the book stacks is part of their own process.
 - It is fine to request as many books as you want for browsing. We have hundreds of thousands of e-books too. Physical browsing is not an accurate representation of all of our collections. The Reading Room on the lower level is great for browsing without checking out the books.
 - Comment: Some e-books are not ideal to use from a user-perspective (i.e. extra password protection, interface).
 - We will give feedback directly to our vendors.

3) Student Responses (Carrie Forbes & Erin Meyer)

- We keep track of the building in many ways such as headcounts and gate counts as well as data from service points. We have accumulated student feedback, and we welcome feedback from liaisons:
 - 1) Use of the building is rising, and the gate count averages around 4,000 on any day (usually half this on weekends). The highest headcount we have had at midnight is 400 people, which is the highest since our move back into the building! In the old Penrose, the highest gate count ever was 3,500. Throughout the day, there are on average 400-500 people in the building at any time.
 - 2) The call is going out soon for summer applications for long-term lockers and research carrels. All 32 carrels are currently taken for this quarter. We are looking at statistics as to how often students are using their carrels. We will also send out a call through the LLAG distribution list to encourage usage.
 - 3) There is a feedback board at the library entrance to see trends, comments, suggestions, etc., and we are looking at every comment. Responses are being posted to our Facebook page. Erin is looking into Student Government as another venue for posting answers. "Love" notes were discovered around the building, especially at opening. We also know people love the building because some have moved in with potted plants. People want hot water for tea/coffee and a microwave, and we are getting the latter to meet this demand.
 - a. Positive feedback: Great staff, wonderful food, best library, best place to study, love the natural light, great alternative to coffee shops, bottle filling stations (which we have added), thank you to the night crew for keeping it open.

- b. People want the library to be open more, especially until midnight or 24 hours on Friday/Saturday, but as this would require additional funds, we need to determine how feasible this is.
 - c. We are addressing questions that were posted about the new Digital Media Center, carrels, and room scheduling.
 - d. People want better lighting, and we are going through each space, system by system to see what is feasible.
 - e. People would like a second exit, but there are collection security issues. We probably will not be adding more exits because we are not equipped with enough staff.
 - f. There is a demand for healthier options and more options at the café as well as late night vending options.
 - g. We are continuing to buy staplers to meet the demand, despite the short lifespan of staplers set aside for public use.
- 4) We were expecting an increase in usage by 50% to 100% as a result of the renovation. We were not worried about hitting that mark, but we were more concerned about staff burnout and staffing during the renovation and move-in.

4) New Library Website (Sheila Yeh)

- The mock-up of the new library site is being finalized. The underlying architecture of the university is being applied to the library site to provide a consistent user experience. It is going live in mid-August with a preview by the end of July, and Sheila will send the links for feedback. We have been working with the Marketing and Communications designer to have the navigational structure similar to DU's websites (i.e. AHSS). Each top tab has a different set of left panel links. The slider branding varies. Two mock-up pages were displayed: the Home page and the Services page.
 - Home page: We are changing to a more detailed searching schema to decrease confusion about searching the library. Library search fields are contained within boxes instead of on various tabs in an effort to display multiple ways of searching the library. There will be some static links in the right panel (i.e. room reservations). More information about the library is listed at the bottom of the pages.
 - The new site should be compatible with all browsers. Because we are working with Marketing & Communications, usability testing is not part of their development for this same design, but librarians have been working with Marketing & Communications to ensure its usability. We welcome feedback for our next enhancements.

5) Special Collections (Michael Levine-Clark, Kate Crowe, Peggy Keeran)

- We are collecting maps more actively than in we have in the past as part of the broader strategy of Special Collections. Until recently, we had built our collections by accident (i.e. our cookbooks were inherited from the Women's College). We are trying to build Special

Collections more proactively. Our special collections can distinguish us and tie us to the past. Our new exhibit spaces allow us to highlight our collections throughout the building.

- Next year is DU's sesquicentennial which prompted us to create a collection of historical maps of Denver and, more specifically, of the DU area. We will continue to build this collection after the sesquicentennial.
- Besides DU maps and area history, the other part of our map collection contains highlights of different styles and periods, focusing on cities where we have study abroad presence so that students can see where they can go and where they have been.
- Maps in the building currently on display:
 - The opening exhibit is called [*Maps: From the Local to the Global*](#), with different types of installations. The library's exhibits committee collaborated on parts of the exhibit with faculty, students, and staff.
 - The exhibit created with Susan Schulten stemmed from her book *Mapping the Nation*.
 - The artworks by Mehran and Coleman, which were inspired by the Mercator atlas, are located on all floors in the northwest corners, incorporating digital technology with maps.
 - Foreign maps of cities where students study abroad are in the NW corner of the upper level.
 - The exhibits committee members partnered with Steve Hick, Geography, who had his students create maps based on data identifying alumni locations, DU students' origins, and study abroad locations.
 - Betsy Pike, Admissions, created a map made up of international stamps from students who had applied from abroad, which we were able to display as part of this exhibit.
 - A Jewish Consumptives Relief Society reproduction map, from the Beck Archives, features tuberculosis patient counts from across the US and is on display on the lower level.
 - The Alpine Club exhibit contains maps and objects outdoor enthusiasts use.
 - We are installing a dance exhibit on the upper level near the Dean's Suite, showcasing and mapping locations of dance teachers and their studios in Denver.
 - The *Dictionary of American Regional English* exhibit will soon go on display, mapping where certain words have their origins (i.e. bubbler, for water fountain, in Wisconsin).
- MAPPING THE NATION (Kate Crowe) opening exhibit: Professor Susan Schulten's book was published in conjunction with her [website](#) and blog containing full catalog records for the map images. Special Collections collaborated on this project. Maps are an interesting medium for communicating ideas and different ways of looking at the world. These inspired us to enhance our map collection by collecting maps to document Colorado and South Denver, without competing with other special collections in the area. We like to build collections that support faculty research and illustrate university history.

6) Data Management Project (Kathleen Gregory)

- Once you do the research, how do you deal with the data in terms of format, access, and storage? You grapple with all of these questions when doing research and it can become unmanageable. Everybody needs to develop a system for dealing with their research data.

Challenges arise when you need to share your data with outsiders unfamiliar with your system and vice versa. As data becomes more collaborative, we need better management practices.

- An external force driving data management planning is the recent requirement of the National Science Foundation for researchers to have a data management plan for preserving data and making it accessible. Another development occurred in February 2013, when a memo was released by the Office of Science and Technology Policy calling for open access for research funded by federal agencies receiving more than 100 million dollars annually in research and development. At the same time, faculty members at DU have been voicing their need to access data from other researchers within their own departments and across the university.
- The role of the library in data research management is a natural fit. DU is in the initial stages of these discussions to find systems to meet the needs of DU faculty. Jenny Bowers (Social Sciences Librarian who is absent on sabbatical for Spring Quarter 2013) and Kathleen Gregory are conducting interviews in the Sciences & Social Sciences on current data management practices and needs, and hope to determine what role faculty see for the library. They will be conducting these interviews in the next few months. Then, they will be designing a survey for the broader DU faculty to design a system that works for all disciplines.
 - Please pass along possible interested candidates to Kathleen Gregory and/or Jenny Bowers. We also encourage participation in the survey (coming Fall Quarter 2013) to help design a robust system that is a good fit for all.
- The library technology team is also working with UTS about data management.

7) Wrap Up

- General Comments and Questions
- Reminder: WLA grants are due on Friday; these grants award money to build collections for the library for one-time purchases (no subscriptions are allowed) up to \$4,000.
 - Please work with your liaison to have these submitted by Friday, May 17, by the end of the day.
- Besides the collaborations with faculty on the maps exhibits, there are other types of collaborations between faculty and librarians. Krystyna Matusiak, Education, is teaching a class on academic libraries and doing observations about our library usage. Bonnie Clark, Anthropology, has students doing observations of how students are using the building. If you are interested in projects for students involving the building or collaborating with us on our collections, contact your liaison to discuss ideas and options.
- Temperatures within the building vary, and we are in the first days of using air conditioning. Facilities can see each room's temperature and can regulate it. The AAC has a new system and it is a learning process. We welcome any feedback.
- The online book renewal system catalog record lists the original foreign language, but not what it has been translated into which can be problematic. The catalog records and viewable fields are limited by number of characters.
 - Peggy is taking this concern to a library committee to discuss.

- If a program or department would like to establish a repository, how does one go about it on a community level, not at the university data management level?
 - Please work with your liaison as well as with Sheila Yeh and Michael Levine-Clark as a way to start those discussions with what you need, and we will develop something with you.
- In the Arts & Humanities department, doctoral and graduate students often want to know how to manage their data (bibliographic citations and articles) for research. Does the Research Center help with aggregating and managing this kind of research?
 - Yes, the Research Center can assist with that using RefWorks, which DU students can continue to access after graduation using the DU subscription. The Research Center also gives introductory and advanced RefWorks workshops. Students should meet with their liaison for a consultation about managing their research; Chris Brown is the RefWorks guru for software questions. RefWorks is listed in our databases list. There are other bibliographic management systems, such as Zotero, which is freely available, and EndNote, which is another subscription option. You may wish to organize papers using Mendeley and organize citations using RefWorks.
 - When are workshops offered by the Research Center? Usually at the start of the quarter; workshops are given until Week 6 on a variety of research topics. Librarians could also come to your class, offer a special workshop, or work with individuals or small groups in the Research Center.