

Library Liaison Advisory Group

Agenda

May 8, 13, and 14, 2014

1. Welcome and Introductions (Peggy Keeran)
2. Classroom Support (T.J. Tremblay)
3. Data Visualization (Joe Ryan)
4. Chronicle of Higher Education (Chris Brown)
5. Demand Driven Acquisition (Peggy Keeran or Michael Levine-Clark)
6. Group study rooms and observation project (Carrie Forbes)
7. Faculty records cleanup in circulation system (Ryan Buller)
8. Access to collections survey (Peggy Keeran)
9. Exhibit idea for fall quarter 2014 (Peggy Keeran)
10. Hidden Primary Sources Treasures in the Beck Archives (Jeanne Abrams)
11. Wrap up (Peggy Keeran)

Welcome and Introductions Peggy Keeran

Classroom Support T.J. Tremblay (Supplemental Presentation)

- Classroom Support is part of University Libraries. T.J., University Classroom Technology & Library Systems Manager, gave an overview of the department, their current projects, and classroom updating around campus.
- Classrooms around campus are already equipped with technology but can also have temporary equipment brought in, all with the goal of making it easier to teach. In Classroom Support, there are three appointed (full-time) staff members and six part-time technology assistants; the latter are trained to troubleshoot and monitor telephone calls. Their focus is on customer service, making you more at ease with teaching.
- They have worked to set up standardized classrooms to make them as similar to each other as possible, including technology instructions in the rooms. The hope is to get every classroom sustainable, with a simple user-experience. They support more than 250 general classroom spaces.
 - Digital Classrooms are as simple as possible with certain standards.

- Basic classrooms have the addition of HDMI inputs and Blu-ray players.
- Advanced classrooms may have multiple displays, lecture capture, wireless, and other features.
- Newer devices are supported with as little technology adjustments as possible.
- Blu-ray players are replacing DVD and VHS players.
- We are transitioning to digital classrooms because technology changes with time. This change started with television switching from analog to digital broadcast in 2010. The next step will be occurring in 2015: laptops will not have analog or VGA outputs. So VGA will still work but newer technologies will not have this output option. They will be providing sustainable ways for these new updates. There is a need for faster more reliable support, which is part of the reason why classrooms are being upgraded to standardized basic and advanced classrooms.
- Standardization of classrooms:
 - Updating and standardizing 250+ classrooms around campus will occur in a rotational schedule. With standardization, users will be able to walk into a classroom, plug-in, and have it be the same or similar process for most classrooms; this is a challenge because technology doesn't ever stay still.
 - One challenge to standardization is how to support old devices and keep them relevant and useful during transitional periods and for the future.
- Working with these challenges:
 - Meet & Greets are recommended, usually 5-10 minutes before a class starts. More advanced notice is appreciated and Meet & Greets are available at any time, not just right before a class begins.
 - Using the Crestron Control Systems as the preferred brand for standard controls to create an easier user experience around campus.
 - Starting with the basic technology building blocks and adding to them.
 - Standardized instruction sheets in each classroom to demonstrate operations. They also give contact information for additional help.
 - Well-trained staff to assist in-person and over-the-phone.
 - VHS format is disappearing. They are looking toward new mediums or digitization.
 - Classrooms may look and operate differently because of the rotational schedule for upgrades. Sometimes media may not work with newer rooms depending on the technologies. Contact Classroom Support for assistance.
- Questions:
 - Which classrooms are not supported by Classroom Support? Classrooms in the Ritchie Center, Morgridge College of Education, Daniels College of Business, and Law are not supported by this department. They collaborate with these departments, but do not support their classrooms on a general basis.
 - What is the best approach to VHS cassettes that have material needed for teaching? VHS players are in a majority of campus classrooms currently, but are going away.
 - One solution is to request streaming of these tapes onto Course Media. Contact Course Reserves to get started: Reserve@du.edu 8711-3151. This is the preferred long-term solution, especially if the course is recurring.

Once the video is streamed onto Course Media, you do not have to request streaming of it again.

- Other ways to convert the VHS onto a DVD, which is not preferred, but it can be done. Contact Classroom Support to get started.
- When will the classroom standardization be complete? Currently 16 out of the 52 rooms are completed in Sturm from this past November. Classroom Support may not be completed by 2015, but they are standardizing as quickly as possible, working through the most used rooms first.
- Contact Information:
 - Call 1-3595 from any classroom.
 - Service Now <http://support.du.edu> then select the Service Catalog—Classroom Support for faster assignment and resolution.
 - Classroom Support is staffed 7 days a week and can help proactively or in a pinch.
- LLAG Feedback:
 - Classroom Support worked with Geography for 3D projectors and software as well as classroom support. Classroom Support does more than what we actually see in the classrooms and support faculty in many different ways. Their #1 focus is customer service.

Data Visualization Joe Ryan

- Joe Ryan is the Information Visualization Specialist in the Center for Data Analysis and Information Visualization, located in the Anderson Academic Commons on the lower level, room 152. Tamara Greasby, the statistician, started May 27, and her email is tamara.greasby@du.edu.
- This center was funded as Renew DU initiative. The main objective is to help faculty and the university community communicate in deeper, richer ways about the many great research projects happening on campus. Another objective is to create a dialogue about data visualization and the opportunities for using it within teaching and research contexts.
- The services at the center are based around communicative activities to help all involved understand the data. This interdisciplinary service center is available for DU faculty needing assistance in data visualization. Students may also receive assistance, pending staff availability.
 - Services are available in one-on-one consultations and workshops.
 - Please email Joseph.Ryan@du.edu for more information and appointments.
 - <http://libguides.du.edu/visualization>
- Data Visualization is an umbrella term encompassing 2 categories: scientific visualization and information visualization.
 - Scientific visualization is a visualization built of an actual concrete physical phenomenon such as an x-ray or molecules viewed through a microscope.
 - Information visualization is a useful way to communicate information specific data points. With highway traffic, for example, one does not need to know how many cars are stopped in front of them or the average speed of those cars—just that traffic displayed as “red” means cars are not moving.
- Functions:

- The first function of data visualization is to communicate a data set and highlight attributes of the data set.
- The second function relates to the analytic and comprehensive phase of the research endeavors. There may be some patterns in the data set, and we can use visualization to highlight those patterns.
- The third function is aesthetic; while these do not always help people understand the phenomenon, they are flashy and visually appealing. Simple as well as complex web-based visualizations are options, depending on the data set and the information conveyed. Sometimes a simple table is better than a flashy visualization.
- Examples of current projects include a world map-based visualization for embassy services. Korbel is researching the geopolitical activities of countries for ambassadors to understand past and current relationships with other countries, the extent of those relationships, and the reasons behind these relationships. Peggy Keeran is also working with Joe to visualize the mapping of letters across the world. They are using International Futures and GIS data sets.
- As part of a larger context, Dean Nancy Allen, the Associate Provost for Research, OTL, UTS, and University Libraries are having conversations about designing a suite of data research services. The Center for Data Analysis and Information Visualization is the initial expression of a sophisticated set of layers with statistics support and visualization services. Beyond that, there are components of faculty research data that the library can support, including guidance for data management plan preparation. This group can also help with choosing an appropriate data repository for a particular dataset.
 - Kathleen Gregory is working on workshops and resources for data management planning.
 - Please contact your liaison librarian for any questions about data plans and repository services.
- Questions:
 - Where does the visualization live when it is finalized? Joe is working with UTS on storage solutions, but many data visualizations can also live on the “cloud” depending on what software is used to run the visualization.

Chronicle of Higher Education Chris Brown

- University Libraries has a subscription to the *Chronicle of Higher Education*; you do not need to purchase your own subscription while at DU. The *Chronicle* is a place to research trends and ideas.
- To access the library’s subscription to *Chronicle*:
 - From the library webpage: Search for “Chronicle of Higher Education” in the Library Catalog search box as a keyword or title option. Use the publisher’s link (typically the first link shown) and not the database aggregators.
 - From the library’s Database alphabetized list: Choose “C”, and scroll down for the Chronicle of Higher Education link.
 - From the library’s Summon search box: Search Summon for “Chronicle of Higher Education”, click the checkbox for “items in the library catalog” located in the facet column.

- There is a pause when results are being listed in the alphabetized Databases. Usually the pause occurs at result #22 and occurs for roughly 15 seconds. Library staff is working to fix this issue. To get access another way instead of Databases by letter, search the Library Catalog box for the database name.

[We have a blog post about access to the Chronicle on the library website:

<http://library1.du.edu/goodanswers/how-do-i-access-the-%E2%80%9Clocked%E2%80%9D-articles-in-the-chronicle-of-higher-education>]

Demand Driven Acquisition Michael Levine-Clark

- Starting May 12, 2014, the library is loading records into the library catalog for un-owned print books on a weekly basis. This is a change in how we purchase books and is similar to how we purchase electronic books.
- With many of our e-books, we load tens of thousands of e-books into the library catalog that we do not own and purchasing as people use them. This allows us access to more e-books every year. The library is expanding this model to print books and has an approval plan based upon criteria worked out with vendors such as subject, pricing, editing, etc.
 - Every book that a vendor has in their database hits our profile in some way. The library will receive notifications and guess which books to order; sometimes we guess wrong, and sometimes we guess correctly.
 - Option 1: send the book automatically; Option 2: send an inquiry of interest; Option 3: no notification based upon our approval plan/interests. Options 1 and 3 are remaining as is. Option 2 is being converted into this Demand Driven Acquisitions project. The library is putting roughly five years of item records for all book notifications into the catalog and letting patrons decide which purchases to make.
- The library wants new titles to be discoverable in the catalog so people are aware that they exist. Books purchased this way will not arrive immediately, but they will be expedited. This is a wise way to spend the same amount of money the library has for print books, and is a different way to purchase print books that may be desired. The title only-not the contents-will be loaded into the catalog. For electronic books, purchases are not automatic upon brief viewing.
- There are some issues with buying print books in this way. One concern is for the time lapse it takes for print books to be purchased and available.
- You may still use the Suggest a Purchase form (located under the Collections section of the library website), email your liaison, and request books for reserves.
- An example where the library's guesses may be incorrect and this model may be preferred is for contemporary art books and emerging artists. New artists may or may not be relevant. Another example applies to architecture and linguistics—DU has neither of these programs nor degrees, and we cannot afford to purchase everything that is published in these categories.
- Specific Examples: “Contemporary Dualism” (not the e-book); “Soul World and Ideas”. Use the link: Suggest Library Purchase This Title!
 - Fields to complete: DU ID, Password, Email, Instructions

- Suggest changing the name of the “Instructions” field to “Order Instructions”, “Priority”, or “Ordering Preferences” (the latter preferred).
 - Suggest changing text in the Instructions paragraph, bold the following text: “most orders should arrive in two weeks”.
 - A comment field was also suggested.
- Purchased books will arrive at the library anywhere from 3-5 days or up to 2 weeks, but they will not be available to the patron until after they are catalogued. This feature would not work well for those needing access to the item by the next day.
- This DDA feature works in both the Classic Catalog and Encore and should work in Firefox, Internet Explorer and Chrome.
- You must click on the item record to get to the Suggest Library Purchase This Title link. This feature is open to anyone with a DU ID and password.
- If you would like to assign an electronic or print book for class, let your library liaison and/or Michael Levine-Clark know so that the library can ensure multiple simultaneous users to the book.
- We’d love to hear feedback on this process.

[We have a blog post about DDA on the library website:

<http://library1.du.edu/penrosepen/announcing-demand-driven-acquisition-for-books>]

Group study rooms and observation project Carrie Forbes

- There is a new reservation form for the 32 group study rooms in the Anderson Academic Commons which launched January, 2014. During Winter Quarter 2014, 4,356 reservations were made through this form, not including reservations made through the Crestron panels for each room. While this Spring Quarter is not yet over, there have been 5,202 reservations made through this form so far this quarter.
 - How to get to that form:
 - [Library webpage](#), click the “[Room Reservations](#)” link on the right-hand column.
 - From the Room Reservations webpage, click the “Reserve” link in the Group Study Room section. (This “Reserve” link is different from the other “Reserve” links on this page for Anderson Academic Commons’ rooms).
 - Log in with your DU ID and password.
 - Fill out the study room form. Room listings are sorted from the smallest capacity to the largest capacity, and can also be sorted by room number.
 - Upon completion, you will receive a confirmation email. If you need to cancel, forward the confirmation email to the list serv located on the confirmation email.
 - This form is only for group study rooms in the AAC, and not to be used for requesting other AAC spaces. Please see the library’s [Room Reservations](#) page for more information on room policies and resources.
 - The Group Study Room reservation form is our way of feeding information into 25Live in an easier, less frustrated way than reserving directly in 25Live. The library has received positive feedback about this form, and we will be updating it this summer.

- A suggestion was to add a map of the building as a PDF link or embed it within the form.
- The Crestron panels, located by each room, operate on a different system than 25Live, the room reservation system. There have been some bugs recently but those should be fixed.
 - If you are leaving early from a room reservation, use the “End Meeting” button on Crestron panel.
- Library staff is conducting an ethnographic study of room usage in the Anderson Academic Commons in an attempt to maximize building use. Professor Bonnie Clark helped us last spring with ethnographic studies for how the library spaces were being used. Similarly this quarter, we are assessing spaces: people counts, noise, headphone usage, etc.
 - Part of this study involves counting people during parts of the day. We have discovered that group study rooms are very popular, and most study spaces, such as the round cubbies on the lower level, are full most times of the day.
 - We are checking usage of flat panels throughout the building and keeping a close watch on the Deep Quiet Study Room on lower level as it is not used as much as we would prefer. Starting next week, there will be feedback forms in the group study rooms as well as in the Deep Quiet Study Room.
 - Other feedback:
 - Students would like more white boards available in group study rooms.
 - There is significant stress concerning individual people using group study rooms.
 - Students love moving furniture which may be a problem on the main level where furniture may be blocking other services such as access to New Books and scanners.
- Please let Carrie Forbes know if you hear of or know of any feedback concerning the AAC spaces.
- The total number of people in the building during midterms and finals is roughly 5,000-6,000 per day. We are approaching maximum capacity in some areas but other areas are not used as often.

Faculty records cleanup in circulation system Ryan Buller

- As the Access Services Librarian, Ryan Buller oversees Circulation, Interlibrary Loan, Course Reserves, and Stacks departments.
- He is working on a project to clean up lost books on faculty records; once an item is 30 days overdue, it is automatically assigned a “Lost” status, and a replacement cost is applied to the patron’s record. However, if a book has a hold for another patron on it, the book will not be renewed. If the book is not renewed because of a hold, after 30 days it becomes “lost”.
 - The “Renew All Items” option may not renew all books because of holds. Please double check your account and talk to Ryan about any lost items.
- In the fall of 2014, Ryan started emailing faculty concerning their “lost books”. There will be another round of inquiries this quarter. The library needs to verify what is actually lost and currently unaccounted for.
 - If there was no other hold on the book, he should be able to renew it for them.

- Access needs to know if the book is actually lost so that the library knows how to proceed either with a replacement copy or renewal.
- Please pass along this information that he needs to make sure the book is in someone's possession and is in good condition, that is, if no one else has a hold on the book.
- Questions:
 - If the book is actually lost, what is replacement fee? The replacement fee depends on the number of copies of the book, including any e-books.
 - Renew your books before May 15, annually! Could this date be changed, considering Spring Quarter is especially busy for faculty? It is something the library is looking into.
 - The library is working on a system to review faculty books that are "lost" a week after the annual due date to routinely check for situations like these.
 - If an item has a status of "Lost and Billed", what does this mean and will the item be available? This status is automatically applied to items when they are overdue for over 30 days, and the patron has not yet paid the fines or returned the item yet. Contact your library liaison to discuss solutions to situations like these in order to re-purchase the item.

Access to Collections Survey Peggy Keeran

- At the last LLAG meetings during Fall Quarter 2013, Peggy asked for volunteers to create a subcommittee about how people access the library's resources. Since then, the group has convened and created a survey with the help of the Office of Institutional Research. The survey went out to undergraduates, graduates, and faculty on Monday, May 5. May 20, 2014, is the deadline to complete the survey.
 - The survey contained 21 questions with some open-ended questions as well as rating scales. There are over 1,000 responses so far. The survey is not just a questionnaire, asking about other options if people answered "no" to certain questions. The topics covered many areas: browsing, Request It, physical stacks usage, physical and e-books, new books, and finding aids (Google and Google Scholar, Summon, the library catalog, and databases).
- Findings:
 - Most people reported using a combination of print and electronic resources. Request It was very popular, but many used a combination of Request It and physically retrieving books from the stacks.
 - It was reported that the furniture around the New Books stacks blocks patrons' access to the new books.
- More findings of this survey will be reported at the next LLAG meeting which is Fall Quarter 2014.
- LLAG feedback and requests:
 - One barrier to coming to the library is the lack of faculty parking near the library. We can do more surveys to request feedback such as this, and you can always submit feedback thru Feedback Form on library website. Put on agenda to barriers for faculty using the library?

- The Faculty Reading Room is controlled by swipe card access, but those card reader reports may not reflect actual usage of the room. The library will be requesting feedback of this room.

ULA Grant reminder & Exhibit idea for Fall Quarter 2014 Peggy Keeran

- Reminder: The University Library Association (formerly WLA) grant application deadline is May 23, 2014, which may be used for requesting one-time purchases of materials in the library's collection or special collections (no serials). ULA sells books in Mary Reed's Book Stacks, and the profits are used for this grant. In the past, this grant has purchased digital images, books, and finding aids (latter for Special Collections). You may request any format such as electronic, microfilm, DVD, and print materials.
- Exhibit idea:
 - Showcase items in personal and/or professional libraries of DU faculty to show our connections to books. What is an unexpected, unique, or important book in your library that you want to highlight for your students? It can also be a professional book that is important to you. The book(s) do not have to be in your discipline to be in this display exhibit.
 - Would you be willing to lend us your personal copy? We would need it for at least a quarter, needed by the beginning of August. If that is too long, we can determine options such as purchasing a copy for the library.
 - If it is a unique book (i.e. personal annotations), we may be able to make a "dummy book" without the annotations. Scanning pages to recreate annotations may be an option to showcase the originality of your copy.
 - The exhibit would be arranged in enclosed exhibit cases, possibly near the Special Events Room. People would not be able to check these books out and take them home. A narrative prompt would be beneficial: "This is why I value this book..."
 - Email Peggy Keeran if you are interested.
 - LLAG Feedback about displays and exhibits:
 - The Front Range Poetry book display for April 2014 was appreciated as a particular exhibit. There are generally three book displays on the main level each month with varying themes.

Hidden Primary Sources Treasures in the Beck Archives Jeanne Abrams

- The mission of the Beck Archives is to collect material related to the Jewish community in the Rocky Mountain region. We have many diverse collections, and professors with their classes have come in to view these from different departments such as English, Theatre, History, Writing, Geography, book binding, and Media Studies this year alone.
- The library has one of the most prominent collections containing tuberculosis cases in Colorado. Colorado was nicknamed "The World's Sanatorium" at the turn of the century. Special Collections has the records for National Jewish Hospital for Consumptives (NJH) and the Jewish Consumptives' Relief Society (JCERS). Over 50,000 patients were treated between the two hospitals.
- This collection is a gold mine for many different subjects including ethnicity, medical history, area history, women's studies, geography, and art/art books. This collection was started in the late 1800's, and is a great way to introduce students to primary sources.

- Contact Jeanne Abrams in Special Collections if you are interested. There is a Special Collections reading room next to the library's Special Collections.

Wrap up Peggy Keeran

- Peggy will be sending out the minutes and exhibit information.
- Erin Meyer is hosting graduate student event on May 16 called Deadly Ever After which is a scavenger hunt incorporating library resources. As this is a graduate student event, it is more sophisticated than Murder In The Stacks.