

These minutes were approved as submitted at the October 19, 1995 meeting of the University Library Committee

UNIVERSITY LIBRARY COMMITTEE MINUTES

Tuesday, September 26, 1995

PRESENT:

Anna-Marshall-Baker, Human Resources, Chair  
Eileen Hitchingham, Library  
Darrel Clowes, Education  
Lori S. Marsh, Agriculture & Life Science  
Lance Matheson, Business  
Raymond Plaut, Engineering  
Marie Wall, Architecture & Urban Studies  
Peter Wallenstein, Faculty Senate  
Linda Vick, GSA

GUESTS:

Donald Kenney, Library

ABSENT:

Karen Dyer, Veterinary Medicine  
Richard Helm, Forestry & Wildlife  
Calvin Ribbens, Arts & Sciences

The meeting was called to order at 4:00 p.m. The minutes of April 13, 1995 were approved with two corrections; a typo, and the recognition that Darrel Clowes had attended the April 13 meeting.

Following introductions by the new chair, A. Marshall-Baker, and the rest of the committee, the charge of this committee was restated. To enhance the focus and value of the committee's work, A. Marshall-Baker noted that she would consult monthly with E. Hitchingham to help develop specific meeting agenda items.

NEW BUSINESS:

Library Report (E. Hitchingham):

E. Hitchingham presented an overview of the teams currently working within the library which are addressing issues of change and improvement in various areas. One of the teams is looking at user services whose purpose is to design library services that assist members of the university community in being productive and proficient as they use information resources in the libraries and elsewhere for learning, teaching, and research. (Copies of the team objectives were distributed to committee members). As part of this effort the technical services unit in the library is attempting to free up over \$200,000 in people resources for work within user services. E. Hitchingham indicated that the University Library Committee would be a valuable resource in helping to make assessments of current and potential user information needs. This may take the form of participation in focus groups consisting of representatives of the university community.

Another team is looking at our VTLS interface. This group will also examine how the library can use to fuller advantage some of the newer software developments available from VTLS, Inc.

The library has a team that is looking at financial record keeping, to gain a better sense of resources and functional costs and how we can make our funds work more effectively.

The shelving team is looking at the storage capacity within Newman Library, which is nearing a crisis state. Our shelves are approximately 90-95% filled, whereas a 70-80% fill is necessary and generally recommended to allow for shifting and addition of materials. This team will look at the best way to move out some 300,000 resources, working with departmental liaisons and faculty to assess kinds of materials to move to storage or discard.

A. Marshall-Baker encouraged committee members to attend any of the focus groups that may be of interest to their departments or college, or identify someone in their college that could attend some of the meetings. E. Hitchingham urged that members look not only at their own departmental needs, but at the wider university picture when providing their feedback.

In addition to the teams, the collegiate librarian/information officer program is in place for the College of Arts and Sciences, College of Agriculture, College of Human Resources, and College of Education. There are responsibilities being shifted to make a librarian available for the College of Business, and efforts to hire someone for the College of Engineering.

The library has begun looking at the possibility of working with the Center for Excellence in University Teaching to develop pilot programs in information literacy. E. Hitchingham would like to see a program developed that would sequence levels of specialized resources to meet the needs of students as they progress through undergraduate and into graduate work. She emphasized that one of the best things we can do for Virginia Tech students as they graduate, is to empower them with the skills that will make them information literate.

In response to a question about the library and the five year campaign, E. Hitchingham indicated that the campaign aspires to a 3.5 million dollar goal for the library - an unprecedented level for the library in this kind of endeavor. Vinod Chachra, President of VTLS, has agreed to serve as chairperson of the library segment.

E. Hitchingham announced that the Class of 45', which will be meeting here for its reunion in October, is pledging \$100,000 for library remodeling to make a more user-focused lobby area. This has been a very exciting level of support, and she hopes that we can attract potential donors to help with collection, journal and personnel support as well.

A question was raised about the availability of material electronically. E. Hitchingham commented that beyond indexes and searching type tools, there isn't a lot and what is there is not inexpensive. She indicated that through the VIVA Project (Virginia Virtual Library), funded through the State Council of Higher Education, efforts are being made to allow access to 8 - 10 databases on a system called FirstSearch and several English poetry and drama databases. Eventually, joint purchases may make around 1,000 widely-read journals available electronically in full text.

Further discussion involved the possibility of having a presentation on VTLS at a future committee meeting. The suggestion was also raised about having the committee visit and become more familiar with some of the functional areas of the library.

A regular meeting schedule was established for the rest of the year: Meetings will be held in the library board room on the third Thursday's of the month, from 4:00 to 5:00 p.m. The next meeting will be on October 19, 1995.

The meeting was adjourned at 4:55 p.m.

These minutes were approved as submitted at the November 16, 1995 meeting of the University Library Committee.

University Library Committee Minutes  
Thursday, October 19, 1995

Present:

Anna Marshall-Baker, Chair, Human Resources  
Karen Dyer, Veterinary Medicine  
Lori S. Marsh, Agriculture & Life Science  
Lane Matheson, Business  
Raymond Plaut, Engineering  
Marie Wall, Architecture & Urban Studies  
Peter Wallenstein, Faculty Senate  
Julie Petruska, Staff Senate  
Linda Vick, GSA

Absent:

Eileen Hitchingham, Library  
Richard F. Helm, Forestry & Wildlife  
Calvin Ribbens, Arts & Sciences  
Darrel Clowes, Education

The meeting was called to order at 4:05 p.m. The September 26, 1995 minutes were approved as submitted. E. Hitchingham was not able to attend the meeting; the agenda item related to the gift from the Class of '45 will be carried to the next meeting.

A. Marshall-Baker circulated a draft of a letter to Gerald Luttrell, past-chair of the committee, in appreciation for his service last year. She also noted that committee member D. Clowes had expressed interest in having an ARL statistics report brought to the ULC. A past report had enabled the committee to understand our rankings in various categories in comparison with other peer university libraries, and he was particularly interested in how sequential rankings may relate to budget. This agenda item will be carried to the next meeting.

In accordance with the Committee's expressed interest in learning more about the library's functional areas and services, Virginia Chapman, Head of the Media Center, gave a presentation describing the collections and services of the University Libraries' Media Center, New Media Center and Special Services. She traced the history behind the library's recent decision to begin charging 10 cents a page for printing from the Centers' computers. She also reported on how the new policy to allow circulation of videos to students was working. Following the presentation, committee members opted to tour the Media Center.

The meeting adjourned at 4:50 p.m. The next meeting will be on Thursday, November 16, 1995.

These minutes were approved as submitted at the February 15, 1996 meeting of the ULC.

UNIVERSITY LIBRARY COMMITTEE

MINUTES

November 16, 1995

PRESENT:

Anna Marshall-Baker, Human Resources, Chair  
Eileen Hitchingham, Library  
Lori S. Marsh, Agriculture & Life Sciences  
Raymond Plaut, Engineering  
Calvin Ribbens, Arts & Sciences  
Peter Wallenstein, Faculty Senate  
Julie Petruska, Staff Senate  
Linda Vick, GSA  
Cliff Davis, SGA

ABSENT:

Darrel Clowes, Education  
Karen Dyer, Veterinary Medicine  
Richard Helm, Forestry & Wildlife  
Lance Matheson, Business  
Marie Wall, Architecture & Urban Studies

GUESTS:

Linda Richardson, Library  
Charles Litchfield, Library  
Maggie Zarnosky, Library  
Alan Armstrong, Library

The meeting was called to order at 4:00 p.m. in the New Media Center. The October 19, 1995 minutes were approved as submitted.

NEW BUSINESS

Library Report (Eileen Hitchingham)

E. Hitchingham displayed the proposed architectural lobby drawings that were presented with the Class of 1945's pledged gift of \$100,000 for lobby renovations. She added that there is also a \$50,000 trust gift which for buying books and other materials at the Dean's discretion. While the realization of the full funds may take a couple of years, it is anticipated that once a given amount has been received, the project will move forward. The drawings represented a new flow plan, moving back the access areas, providing for more assisted reference as well as directional assistance. The goal is to have a much more attractive and functional area where students or others who come into the library can get more immediate help. It was also noted that much of the investment would be in equipment and movable furniture, to allow for future flexibility in locating the lobby area relative to future campus building projects.

ULC members expressed interest in hearing more about future plans for a multi-purpose building which may connect with the library over the mall area. A. Marshall-Baker will contact Peter Karp, and invite him to come to a ULC meeting to talk about facilities and plans.

E. Hitchingham reported that since the last ULC meeting, four focus group sessions had been held in the library to gather feedback on current and potential user information needs. One group comprised of faculty, one with graduate students, one with undergraduate students not necessarily associated with the library, and one with students who work in the library. She noted that across each group there was strong interest in the

expansion of network resources and electronic resources. The results of these sessions will facilitate the development of a questionnaire to be sent to a random sample of faculty or students.

E. Hitchingham noted that efforts toward collaborative work between the library and the Center for Excellence in University Teaching to develop an information literacy program have picked up momentum beyond expectations. Provost Peggy Meszaros, has expressed interest in seeing that training can be worked out for all students so they have some kind of introduction, perhaps early in the term, both to the technologies and the information sources. E. Hitchingham has been asked to bring together interested parties within the Information Systems division to address the issues involved. She encouraged ULC members to let her know if they would be interested in participating.

E. Hitchingham announced that the library's Web Team is looking at the redesign of the library's home page. After an internal review, it will be reviewed with external users for feedback. She hopes that the ULC will participate in this process.

VTLS Demonstration (Guest presentation by librarians)

During the remainder of the meeting, a presentation was given to ULC members on library resources including VTLS and its new features, FirstSearch, CD-ROM Databases, and the World Wide Web.

The following minutes were approved as submitted at the March 7, 1996, meeting of the University Library Committee.

UNIVERSITY LIBRARY COMMITTEE  
MINUTES  
February 15, 1996

PRESENT:

Anna Marshall-Baker, Human Resources, Chair Eileen Hitchingham, Library  
Beverly Bunch-Lyons (for P. Wallenstein), Faculty Senate Richard F.  
Helm, Forestry & Wildlife Lance Matheson, Business Marie Lala-Paget,  
Architecture & Urban Studies Raymond Plaut, Engineering Calvin Ribbens,  
Arts & Sciences Julie Petruska, Staff Senate Cliff Davis, SGA

ABSENT:

Darrel Clowes, Education  
Karen Dyer, Veterinary Medicine  
Linda Vick, GSA

GUESTS:

Peter Karp, University Architect  
Dan Waddill

The meeting was called to order at 4:00 p.m. in the library boardroom.  
The November 16, 1995 minutes were approved as submitted.

NEW BUSINESS

Faculty and Student Surveys (Eileen Hitchingham)

E. Hitchingham reported on the progress of the recent library survey which included a random sample of students, faculty and a telephone survey. The Survey Research Center received feedback from participants that the survey was a positive experience for them, and that they appreciated being asked to talk about issues related to services. The survey's focus on services was initiated to help facilitate the process of reallocating staff positions, develop a more user-focused library, and to look at possible areas for improvement.

A. Marshall-Baker raised a question concerning how the survey was developed. E. Hitchingham responded that the Users Services Team and the Survey Research Center worked together, looking at issues that had come up internally regarding service issues and looking at use of service points including use of computers, experience with instruction and outreach.

Copies of an earlier version of the survey were distributed so that members could see what kinds of issues are being addressed, and to consider how faculty might have some opportunities to talk about services in the library. E. Hitchingham noted that when the survey results are available next meeting, the committee will have a role in responding to the final issues and in pointing out issues that seem to be unrepresented.

Focus Groups (E. Hitchingham)

A report of the results of the focus group sessions was distributed to members. E. Hitchingham noted that one of the issues that emerged was arrangement of materials, specifically current periodicals and related considerations of the copying facilities, binding policies, and consistency in locating materials. Another issue was the need not only to make the lobby a more attractive presence, but to provide fuller first contact information services. Communication to users in the kinds

of resources that might be useful to their particular needs was also seen as important. Media services were addressed in light of the fact that this area has seen the greatest increase in library use over the last year. The introduction of the computer lab in Media generated a greater need for assistance and access, as reflected by a four-fold increase in questions asked.

ACIT Building (Guest presentation by Peter Karp)

For the remainder of the meeting, Peter Karp, University Architect, spoke to members about the genesis and evolution of the plans for the Advanced Technology and Communications Building.

\*\*The next meeting is scheduled for Thursday, March 7, 1996, 4:00 - 5:00 pm in the library boardroom.

The following minutes were approved as submitted at the October 9, 1996 meeting of the University Library Committee.

UNIVERSITY LIBRARY COMMITTEE  
MINUTES  
April 18, 1996

PRESENT:

Anna Marshall-Baker, Human Resources, Chair  
Eileen Hitchingham, Library  
Lane Matheson, Business  
Raymond Plaut, Engineering  
Calvin Ribbens, Arts & Sciences  
Marie Wall Paget, Architecture  
Bradley Klein, Veterinary Medicine  
Julie Petruska, Staff Senate

ABSENT:

Darrel Clowes, Education  
Karen Dyer, Veterinary Medicine  
Richard Helm, Forestry & Wildlife  
Lori Marsh, Agriculture  
Linda Vick, GSA  
Cliff Davis, SGA

GUESTS:

Donald Kenney, Library  
Debbie Averhart, Library

The meeting was called to order at 4:00 p.m. in the library boardroom. The March 7, 1996 minutes were approved as submitted.

OLD BUSINESS:

Loan Periods and Fines Revisited

ULC members relayed the feedback they got from faculty in their departments regarding a proposal discussed last meeting to change the loan period for faculty (and graduate students), requiring them to physically return books to renew or return sooner than the current one year maximum period. The reason for the proposal was to encourage greater accountability for books, given reduced resources. Many faculty keep books much longer than are actually needed, batch renewed every 90 days, which then sit in their offices or at home for 12 months or longer, limiting access by others. While much of the feedback supported a shorter period before having to physically return books, many felt that it should be no shorter than 6 months, to span a semester. Under this scenario, there would be a 90 day notice to return or renew, possible electronically or by telephone, but a requirement at the 6 months notice to physically return books, even if renewing. A motion was passed to have Ray Plaut draft a proposal for distribution to ULC members, who in turn would get feedback from the faculty in their colleges over the summer. The results would be brought back in the fall for further consideration.

NEW BUSINESS

Library Survey Statistics Review (E. Hitchingham)

E. Hitchingham distributed and reviewed copies of preliminary statistics taken from the recent (February) telephone survey conducted by the Center for Survey Research. The survey, randomly given to about 500 students and 500 faculty, focused on the service functions of the library and looked at satisfaction levels. The library team who initiated the survey hopes to use this information to target areas needing improvement. Two such areas



might include communications about library resources (instruction, outreach) and VTLS.

E. Hitchingham also distributed copies of a recent presentation given at Dean's Council which gives general background information about the library and how Virginia Tech's University Libraries compares to its peer institutions in such areas as collection size, number of staff and expenditures. Also noted were anticipated special needs at Virginia Tech University Libraries: Support for moving to electronic materials; Support for using technology for labor intensive tasks; Support for budget (materials, remote shelving); Library automation system upgrade; and Renovation of Newman to function more effectively.

Anna Marshall-Baker encouraged other ULC members, as stewards of the library, to read through the distributed documents to better understand the library's position and how our library stands in comparison to others. A letter on behalf of the ULC will be drafted to indicate this support.

The meeting was adjourned at 5:10 p.m.