

The following minutes were approved as submitted by the University Library Committee on October 9, 1996.

UNIVERSITY LIBRARY COMMITTEE  
MINUTES  
September 18, 1996

PRESENT:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Stephen Donohue, Agriculture & Life Sciences  
Richard Helm, Forestry & Wildlife  
Anna Marshall-Baker, Human Resources  
Raymond Plaut, Engineering  
Calvin Ribbens, Arts & Sciences  
Humberto Rodriguez-Camilloni,  
Architecture and Urban Studies  
Bradley Klein, Faculty Senate

ABSENT:

Karen Dyer, Veterinary Medicine  
Thomas Gatewood, Education  
Peggy Quensenberry, Staff Senate  
Marilyn McCollum, GSA  
Duncan Neesham, SGA

GUESTS:

Paul Metz, Library, Head of Collection Development  
Donald Kenney, Library

The meeting was called to order at 4:00 p.m. in the library boardroom. Following introductions of new chair, Lance Matheson and members, Eileen Hitchingham opened discussion about the prospects of a serials cancellation during 1997. She noted the process by which many University agencies, including the library, prepared needs assessments and benchmarking data for consideration of funding for this particular year. The library has not, in this year, emerged as one of those issues for which selective and differential funding is a likely occurrence. During the last three years the cost of supporting the library material resources has gone from about 4.9 million to 5.1 million to 5.7 million dollars this year. Projected costs for equivalent materials in 97/98 are 6.2 million dollars. This year's operating budget is the same as last year's which was down \$500,000 from the year before. One-time rollover monies helped to pay for the serials this year. In the event that we have to do a small, medium or massive cancellation project, it would have to get started this January, to allow for the consultation process with the faculty and the lead time necessary to work with vendors.

Paul Metz, Head of Collection Development, expressed the difficulties facing any funding agency in trying to keep up with the costs of science serials inflation while trying to fund new services such as CARL document delivery. He presented an overview of the process by which the 1991 and 1995 cancellations were conducted, cumulatively paring over 2700 titles with costs cumulatively about \$750,000. For an upcoming cancellation, P. Metz projected a January/February 1997 timeframe for academic departments to begin looking at initial lists of titles nominated for cancellation within their fund code. It was noted that book purchases would also be affected, as well as videos. He noted also that cancellations have a statistical impact on our standing as a research institution. While the average ARL library has seen its number of serials decline over the last few years, we are declining faster than our peers.

E. Hitchingham noted that there is a perception that "everything" is

already out there on the Internet. It is true that many serial publications are now on the Internet, but at costs that are equal to or higher than traditional subscriptions. P. Metz commented that in many academic disciplines, the internet is "a mile wide and an inch deep" and that other publishers have no monetary incentive to make their materials accessible on the net. The importance of funding Virginia Tech as a resource to the whole state was made in light of our role as a major supplier through Interlibrary Loan.

For the next meeting, L. Matheson asked ULC members to bring with them the feedback from faculty they had gotten over the summer regarding a change in the circulation policy. Discussion about the new Advanced Communication and Information Tecnology Building is planned for next meeting as well.

The meeting adjourned at 5:00 p.m. The next ULC meeting is scheduled for Wednesday, October 9, 4:00 p.m. in the library boardroom.

University Library Committee  
Minutes  
October 9, 1996

Present:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Karen Inzana, Veterinary Medicine  
Richard Helm, Forestry & Wildlife  
Anna Marshall-Baker, Human Resources  
Raymond Plaut, Engineering  
Calvin Ribbens, Arts & Sciences  
Humberto Rodriguez-Camilloni,  
Architecture and Urban Studies  
Bradley Klein, Faculty Senate  
Rajiv Khosla, GSA

Absent:

Stephen Donohue, Agriculture & Life Sciences  
Thomas Gatewood, Education  
Peggy Quesenberry, Staff Senate  
Duncan Neesham, SGA

1. Circulation Policy

L. Matheson opened the meeting with discussion about feedback from faculty regarding a proposed change in the circulation policy for faculty and graduate students. The change would require the physical return of books, including those to be renewed, by the end of two 90-day periods (or six months). Also considered was a limit of a maximum of 50 items for check-out by faculty and graduate students. ULC members shared the opinions of the surveyed faculty from their colleges - most were in favor of restricting the current policy to the proposed 180 days for physical return for renewal. Many felt that the 50 item limit was objectionable and would not be effective.

A question was raised as to the possibility of improving of the recall process. There is the feeling among some faculty members surveyed that the recall process should insure the availability of books. E. Hitchingham noted that recalls are not always honored, especially when there is no fine. The recall process may be examined further at a later time by ULC members.

Following discussion, L. Matheson, on behalf of the ULC members, gave the recommendation to E. Hitchingham that a new circulation policy be implemented that requires the physical renewal (or return) of books at 180 days for faculty and graduate students. This recommendation did not include a change in the maximum number of items allowed to be checked out.

2. Advanced Communications and Information Technology Building

E. Hitchingham distributed floor plans of Newman Library showing rough sketches of suggested renovations from the architects of the AC&IT building. As part of the AC&IT plan the architects had come back and examined what kind of restructuring might be appropriate for the library as a result of anticipated changes in the traffic pattern of use. The AC&IT building will link up to the library at the second floor with a planned bridge on the 4th floor allowing passage through the buildings. While there is currently no funding for renovations to Newman, this is one of the development issues on the campaign.

The architects proposed closing the current entrance to Newman Library, and reestablishing a major entrance on the side of the building near the War

Memorial. This entrance would come in on the second floor. A consolidation of circulation and reference functions in this location would be planned so that assistance help would be visible from the new front entry door. A central glass-enclosed stairwell would make it easier for direction orientation. Compressed shelving may be appropriate for selected areas and free up more open shelving space for collection growth. E. Hitchingham will share future updates of the drawings with ULC members.

E. Hitchingham mentioned that she will be distributing a copy of the document that was presented to the Commission on Research about the upcoming serials cancellation.

R. Plaut will send a draft letter written on behalf of ULC members about the serials cancellation to ULC secretary for e-mail distribution to members.

The meeting adjourned at 5:05 p.m. The next meeting is scheduled for November 13, 1996.

The following minutes were approved with an addition at the December 11, 1996 meeting.

UNIVERSITY LIBRARY COMMITTEE

Minutes

November 13, 1996

PRESENT:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Stephen Donohue, Agriculture & Life Sciences  
Karen Inzana, Veterinary Medicine  
Richard Helm, Forestry & Wildlife  
Raymond Plaut, Engineering  
Calvin Ribbens, Arts & Sciences  
Humberto-Rodriguez-Camilloni, Architecture & Urban Studies  
Rajiv Khosla, GSA

ABSENT:

Anna Marshall-Baker, Human Resources  
Bradley Klein, Faculty Senate  
Peggy Quesenberry, Staff Senate

GUESTS:

Donald Kenney, Library

The minutes from the October 9, 1996 meeting were approved as submitted.

1. Letter regarding serials cancellation

L. Matheson opened the meeting with reference to the letter that had been drafted by R. Plaut on behalf of the ULC to Earving Blythe expressing concerns about the anticipated serials cancellation. He invited E. Hitchingham to share the feedback from her recent presentations to the Dean's Council and the Commission on Research. She discussed some of the questions that had come up in her communications with Earving Blythe about the materials budget. These included: Is there a long term technological solution worthy of major investment?; What benchmarks would the library be looking to meet in the coming years and are there compromise areas? P. Torgersen has been made aware of the situation and has asked E. Blythe to look into and come forward with some suggestions about the programs.

L. Matheson commented that the intent of the letter was to express concern about the perpetual nature of the materials budget problem as well as the current anticipated serials cancellation. There is also concern about maintaining a ranking within the top 50 of the 108 Association of Research Libraries for overall materials. It is projected that the anticipated serials cancellation will put us below that desired standing.

During discussion among ULC members it was noted that the budgetary shortfall of a million dollars roughly translates into cancellation of 3,000 journals. The University Libraries currently purchase 12,900. Questions were raised and discussed about how the overall library budget was allocated and how serial cancellations are decided across subject areas.

L. Matheson volunteered to incorporate issues raised in this discussion in the letter. He will distribute the revised letter electronically to the ULC and ask for comments.

2. Fines

C. Ribbens relayed a comment he had received from faculty in the college of

arts and sciences as to whether the fining of faculty for overdue books would help generate money to ease the materials budget shortfall. E. Hitchingham noted that faculty comprise about 15% of all borrowing and that revenue from fines does not necessarily come back to the library. The intent of fines is meant to be preventative rather than punitive.

R. Khosla, GSA representative, raised the issue of why graduate students are fined for overdue books when faculty are not. He noted that many graduate students feel that their roles in research (sometimes as principal investigators) and teaching warrant the same treatment as faculty in relation to the fines policy. E. Hitchingham commented that a no-fines policy for all would be detrimental to the whole community, and that this points back to the other question - why are faculty not fined? The members of the committee were asked if they personally were in favor of fines for faculty and all present indicated support for the idea. After some discussion, ULC members decided to go back to their colleges to gather feedback from faculty about a proposed change in policy requiring faculty to pay fines for overdue books.

E. Hitchingham announced that the University Libraries will be extending library hours during exams. With no additional funding to do this, the library has worked with the GSA and the SGA for the last two years. This year the library staff will be handling the extra hours without GSA and SGA help. Services will not be provided after what would be the normal closing.

The meeting was adjourned at 5:00 p.m. The next meeting is scheduled for December 11, 1996.

University Library Committee  
Minutes  
December 11, 1996

PRESENT:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Stephen Donohue, Agriculture & Life Sciences  
Richard Helm, Forestry & Wildlife  
Bradley Klein, Faculty Senate  
Anna Marshall-Baker, Human Resources  
Raymond Plaut, Engineering  
Rajiv Khosla, GSA

ABSENT:

Karen Inzana, Veterinary Medicine  
Calvin Ribbens, Arts & Sciences  
Humberto-Rodriguez-Camilloni, Architecture & Urban Studies  
Peggy Quesenberry, Staff Senate

GUESTS:

Debbie Averhart, Library

The minutes of the November 13, 1996 ULC meeting were approved with an addition: Under the discussion of fines: "The members of the committee were asked if they personally were in favor of fines for faculty and all present indicated support for the idea."

1. Circulation policy

E. Hitchingham distributed a copy of text that was sent out by e-mail to the deans, directors and department heads on campus clarifying the upcoming change in the renewal policy:

INFORMATION ABOUT RENEWING LIBRARY ITEMS

The library circulation system is currently set to give faculty and graduate students the opportunity for up to four renewals by phone or e-mail before an item needs to be returned to the library. Combined with an extended loan period for these borrowers, the ease of remote renewal can encourage non-return of items for up to 450 days, or more than a year, even if they are no longer needed by the borrower.

On February 15, 1997 the library will change the system to allow one renewal period for faculty and graduate students. We will do this to encourage the return of items not being used so that they are visible on the shelves for others to select. This means that items which have been checked out for up to a half a year will need to be physically returned to the library. When in the library the borrower can initiate new loans for items he or she wishes to continue to use.

The length of the loan period for faculty and graduate students (90 days), and the number of items that faculty or graduate students can have out at one time (100) remain the same.

Renewal options and the number of items remain the same for other types of borrowers, because the maximum is less than half a year.

As before, any borrower's loan period can be shortened if another member of the university requests that an item be recalled.

The question arose as to whether information pertaining to circulation

policy, including this revision, could be posted on the library web site. D. Averhart indicated that this was possible and E. Hitchingham added that this should probably wait until review of the rest of the circulation policy is done and updated.

L. Matheson pointed out that any policy changes regarding circulation will be affecting the staff as well as the faculty, and that this information needs to go through channels addressing the staff. It was noted that the Staff Senate should be notified and any comments sent to E. Hitchingham or her secretary.

## 2. Fines

A chart was distributed to members delineating the current fines applied to various patron groups: faculty, staff, graduate students, undergraduates, faculty at other Virginia institutions. L. Matheson noted the consideration by members from the last meeting to uniformly fine the groups for overdue materials, with the intention of encouraging better participation in the return system and thereby increasing the availability of material in the library. He asked for feedback ULC members had gotten from faculty about such a policy change. To assist in gathering more responses for the next meeting, E. Hitchingham offered to distribute a statement for ULC members to share with their faculty about the proposal for a revised fines policy, giving some background and the spirit of its intention. To allow for adequate time to gather feedback, the next ULC meeting will be scheduled in February.

There was discussion about measures that could be taken to facilitate the prompt return of books: make it possible to obtain a PIN number through e-mail which would allow you to remotely check what books you had checked out and their due dates; place drop boxes for library books at strategic locations around the campus.

## 3. Serials

L. Matheson reported that he had sent (on behalf of ULC) the letter to Earving Blythe, VP for Information Systems, regarding concern about the future of materials collection in the University Libraries and the anticipated serials reduction. At this point he hasn't heard any response.

R. Khosla reported that he had raised the issue of the potential serial cuts at the GSA delegate meeting and that they are very concerned about the ramifications. They are looking into ways that they might financially help relieve some of the budgetary shortfall through optional allocation of some portion of their comprehensive fee.

## 4. Campaign

E. Hitchingham distributed the recently printed campaign booklets (from Development) for the University Libraries. She reported on the campaign dinner kickoff of November 22 which had about 100 attendees. This year, for the first time, the library has been included in the general mailing distribution to alumni for the capital campaign.

The meeting adjourned at 4:45 p.m.



The following minutes were approved at the March 18, 1997 meeting of the University Library Committee

University Library Committee

Minutes

February 11, 1997

PRESENT:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Stephen Donohue, Agriculture & Life Sciences  
Thomas Gatewood, Education  
Bradley Klein, Faculty Senate  
Anna Marshall-Baker, Human Resources  
Raymond Plaut, Engineering  
Calvin Ribbens, Arts & Sciences  
Humberto Rodriguez-Camilloni, Architecture & Urban Studies  
Chris Bunn (for Rajiv Khosla, GSA)

ABSENT:

Richard Helm, Forestry & Wildlife  
Karen Inzana, Veterinary Medicine  
Peggy Quesenberry, Staff Senate

L. Matheson opened the meeting with discussion about the comments received in response to the fines question circulated by ULC members in their departments and by e-mail distribution to the DDD list:

"Should the University Libraries fine all types of users for keeping library materials beyond the due date?"

In his summary of responses, L. Matheson noted that of the approximately 80 notes he received, twice as many people were in favor of fines for all types of users as opposed to those who objected to a change in the current policy. Other ULC members shared the responses from their departmental faculty, some reflecting similar ratios in their responses, some showing equal splits in opinion. Responses have not been gathered from several of the colleges and this data will be shared next meeting.

Among the comments offered by the faculty who responded, there was support for the establishment of convenient book return facilities beyond Newman Library. Others indicated that any fines money collected be assigned to the library, and many asked for better ways to be notified about due dates and overdue books. L. Matheson noted that many of the comments he received indicated misunderstanding or lack of awareness about the current features of the library's circulation system. This seemed to point to a need by the library to develop better strategies in communicating its features and policies.

A question had been raised by one of the respondents regarding the existence of data indicating there was a significant problem in faculty book returns. E. Hitchingham indicated that she has asked staff to look into ways this type of study could be done from a special program using VTLS. Results of this effort should be available for the next ULC meeting.

A comment from a Northern Virginia Center faculty member made note about the long time delay students and faculty experience getting requested books sent there from Newman Library. This member felt fines would add "insult to injury" to an already unwieldy process. E. Hitchingham indicated she would check into the time delays.

GSA representative Rajiv Khosla had sent copies of the recent GSA resolution supporting a fines policy that would be consistent with all

patron types. L. Matheson read the resolution aloud to the committee and indicated that they would take it under advisement in light of the data expected next meeting.

L. Matheson shared the letter he received from Erv Blythe, VP for Information Systems, in response to the ULC letter expressing concern about an impending serials cancellation. Mr. Blythe thanked the ULC for its input and indicated that various approaches are being looked into.

The meeting was adjourned at 4:55 pm. The next meeting is scheduled for Tuesday, March 18, 1997, 4-5 p.m.

The following minutes were approved as submitted at the April 15, 1997 meeting of the ULC.

University Library Committee  
Minutes  
March 18, 1997

PRESENT:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Stephen Donohue, Agriculture & Life Sciences  
Karen Inzana, Veterinary Medicine  
Bradley Klein, Faculty Senate  
Raymond Plaut, Engineering  
Chris Bunn (for Rajiv Khosla, GSA)

ABSENT:

Anna Marshall-Baker, Human Resources  
Richard Helm, Forestry & Wildlife  
Peggy Quesenberry, Staff Senate  
Calvin Ribbens, Arts & Sciences  
Humberto Rodriguez-Camilloni, Architecture & Urban Studies  
Duncan Neesham, SGA

The minutes of the February 11, 1997 ULC meeting were approved as submitted.

K. Inzana, College of Veterinary Medicine, presented L. Matheson, Chair, with a petition signed by 230 veterinary students, protesting the library policy requiring that fines be paid at the branches by check, or by cash at the Newman Library only. E. Hitchingham noted that this procedure was in place because of auditing practices, but that she would look into the matter.

E. Hitchingham distributed a handout of statistics gathered from VTLS on March 17, 1997, regarding faculty and non-faculty borrowers in relation to overdue items. This "snapshot" data was presented in response to the question raised at the last meeting as to the existence of data indicating there was a problem in faculty book returns. The figures gathered on March 17 showed that faculty are 12% of borrowers, but account for 22% of overdue items. More than half (55%) of the 1,064 faculty borrowers have items overdue.

E. Hitchingham noted that any recommendation the ULC made regarding a new fines policy for faculty would be carried forth through the university governance. At the University Council (held on 3/17/97), the Commission on Student Affairs had brought forward a resolution to the effect that everyone should be fined uniformly. This resolution was deferred in council until the ULC could make some recommendation which will ultimately go back to the Commission on Undergraduate Study & Policies and the Commission on Graduate Studies & Policies, who may or may not wish to make recommendations to the University Council.

L. Matheson asked for any further responses from the colleges in response to the question, "Should the University Libraries fine all types of users for keeping library materials beyond the due date?" S. Donohue, Agriculture & Life Sciences, noted that of the 78 responses in his college, 46 (59%) were in favor of fines, and 32 (41%) were not. L. Matheson presented data forwarded by C. Ribbens from Arts and Sciences: out of 68 respondents, 30 were in favor of fines, 34 against fines, 4 mixed responses.

L. Matheson commented that he felt the magnitude of the problem did not justify changing the fines policy for faculty, and that aspects of the problem could be addressed through more efficient notification by e-mail

(perhaps possible with a new circulation system in VTLS) and by making returns easier with additional drop-off locations. E. Hitchingham noted that she was looking into purchasing book-drop units for other places on campus.

Several ULC members pointed out that in the comments gathered from their faculty, many indicated that they would be in favor of fines for faculty associated with overdue recalled items. C. Bunn, GSA representative, pointed out that the heart of the matter for the graduate students is being able to depend on getting a particular resource if requested by recall. Students resort to traveling to other universities to locate resources when recalls here have not been honored.

Three issues were voted on:

1. A recommendation that faculty and staff be fined for all overdue materials. (Vote: 3-yes, 3-no) This did not pass.
2. A recommendation that faculty and staff be fined for not responding to recall requests. (Vote 5-yes, 0-no, 1 abstention) Passed.
3. A recommendation that the amount that faculty and staff are fined for ignoring recall requests be the same as that for other ignored recall requests (currently 10 cents per day) (Vote: 5-yes, 0-no, 1 abstention) Passed.

The meeting was adjourned at 5:05 pm. The next meeting is scheduled for Tuesday, April 15, 1997, 4-5 p.m.

University Library Committee  
Minutes  
April 15, 1997

PRESENT:

Lance Matheson, Business, Chair  
Eileen Hitchingham, Library  
Stephen Donohue, Agriculture & Life Sciences  
Richard Helm, Forestry & Wildlife  
Anna Marshall-Baker, Human Resources  
Raymond Plaut, Engineering  
Humberto Rodriguez-Camilloni, Architecture &  
Urban Studies  
Bradley Klein, Faculty Senate

ABSENT:

Karen Inzana, Veterinary Medicine  
Calvin Ribbens, Arts & Sciences  
Peggy Quesenberry, Staff Senate  
Rajiv Khosla, GSA  
Duncan Neesham, SGA

The minutes of the March 18, 1997 ULC meeting were approved as submitted.

L. Matheson asked E. Hitchingham to brief members on what was occurring with the resolution passed at the last meeting regarding fines for faculty and staff failing to respond to recall requests. E. Hitchingham distributed a draft of the resolution which she planned to take to the Commission on Graduate Studies and Policies for their review and vote. It is anticipated that it would then be introduced as a resolution at University Council.

H. Rodriguez-Camilloni raised the question as to whether statistics had been examined regarding the percentage of faculty that were delinquent for not returning recalled books. E. Hitchingham indicated that such data is not easily extracted from VTLS as it now exists, requiring programming patches. The resolution addresses the comments by graduate students and faculty who indicated in their feedback about fines that lack of response to recalls was a specific concern. The aim of the fine is to encourage the common good, the honoring of others' needs within the university community when resources are limited.

A. Marshall-Baker noted that the types of data that would have been useful in the discussions about fines were unavailable because of the inflexibility of the VTLS system. Discussion followed about the current shortcomings of the system and what features may be desirable in a future version of VTLS or possibly another system. E. Hitchingham noted that a timeframe for consideration of a new or upgraded system would be at least another year. In the meantime, University Libraries will be migrating the VTLS system to a UNIX platform.

Some questions were raised about the status of the building plans for the AC&ITC. The blocking and stacking plans that were recently received from the architects were displayed. The second floor (old entrance) will become the new entrance, with another entrance into the 4th floor emerging from the bridge of the AC&ITC. Other suggested renovations were viewed, but it was noted that there is no funding at this time to carry them out.

The meeting was adjourned at 5:00 p.m.