

University Library Committee  
September 21, 2000  
Minutes

Present:

Ansar Ahmed, Veterinary Medicine, Chair  
Eileen Hitchingham, Library  
Paul Colley, Staff Senate  
Deborah Milly, Arts and Sciences  
Anne Zajac, Faculty Senate  
Guests: Linda Richardson, David Beagle

Absent: Diane Gillespie, Human Resources and Education; Richard Helm, Natural Resources; Douglas Patterson, Business; Raymond Plaut, Engineering; Mark Schneider, Architecture and Urban Studies; Jay Stipes, Agriculture and Life Sciences, Robert Perry, GSA

Dr. Ansar Ahmed, chair of the University Library Committee, welcomed members and initiated a round of introductions. He noted that the committee's work has moved to a certain level of prominence within the university governance following the administrative move (2 years ago) from Informational Technology to the Provost's Office, bringing issues in closer connection to the academic institution. He added that he anticipates the committee having some key areas of activity this year - promoting discussion about the critical issues surrounding scholarly communications and addressing how library resources relate to President Steger's desire to move Virginia Tech on to the top 30 ranking.

Committee members agreed to continue to invite non-voting library representatives from the Commission on Research, Library Faculty Association and Commission on Undergraduate Policies to ULC meetings. The reporting structure was reviewed - the ULC reports directly to the Commission on Graduate Studies and Policies, but has a "dotted line" associated with both the Commission on Undergraduate Policies and Commission on Research.

ServQual

E. Hitchingham briefed members on the preliminary results of the campus-wide on-line library services survey that was conducted in Spring 2000. Virginia Tech participated along with eleven other member libraries of the Association of Research Libraries using a survey format called ServQual. The survey asked participants to indicate on a scale of 1 - 9 what the minimum level of quality was expected in a particular service, what the perceived level was being delivered, and what was the desired level of service. Virginia Tech had the best response rate of the institutions participating, which E. Hitchingham felt was a tribute to the Virginia Tech climate and level of communications technology. On every scale of the survey Virginia Tech scored above average in comparison to the other institutions, and there was less of a gap between perception and where the users would like services to be. We ranked high in timely document delivery and machines available, but lower in convenient access to library collection and resources being added to the collection on request.

Because those institutions we were compared against had much larger staffs and stronger resources, E. Hitchingham felt the results were a testimony to very effective operations on the part of the University Libraries staff. She hopes to use the survey results as a baseline from which to measure future improvements, especially if the university begins to invest more heavily in the collections. There is more analysis to be done and there are plans to do the survey again, though in a streamlined form next Spring. Several of the ULC members who had completed the recent survey recommended that it be made shorter.

Tempe Principles

E. Hitchingham distributed copies of The Tempe Principles: Principles for Emerging Systems of Scholarly Publishing. This paper was the result of an invited conference sponsored by the Association of American Universities, the Association of Research Libraries and the Merrill Advanced Studies Center. Former Provost Peggy Meszaros attended the conference this past Spring and was one many signatories who helped build the principles. All the participants agreed to promote broad-based discussion in their institutions as a means of helping each campus community decide what steps it could/should take to resolve the scholarly crisis (rising costs of scholarly resources, limited funding, implications of digital revolution). P. Meszaros recently invited the University Distinguished Professors, the Alumni Distinguished Professors, E. Hitchingham, and A. Ahmed, to a meeting to discuss how to structure the campus conversations about the Tempe Principles. There was agreement that communication with faculty was an important first step in the exploration of what it is that we can do as a body at large in addressing this. As E. Hitchingham noted, there is no way that higher education can fund 10% increase in prices every year across the board, across the country. We have to begin talking about and thinking about other kinds of solutions because the scholarly literature is critical to research, to graduate programs, to undergraduate programs. Furthermore, the scholarly literature emanates from the academy, it is shopped out and then comes back with this 10% per premium tied on top of it. Dr. Ahmed pointed out that the problem, as most faculty are aware, is critical at Virginia Tech because flat budgets for materials during the last five years have allowed our funding levels to drop below those of our peer institutions.

As the committee members looked over the text of the principles, various comments and observations were made: A. Ahmed noted that a new system of scholarly publishing requires changing the culture of the university with many difficult steps requiring wide involvement. D. Milly commented that we're juggling several different levels of discussion and policy simultaneously, with major shifts that would range across different disciplines, affecting in different ways. It is difficult for people to approach a topic that involves both private and public sectors, presidents, provosts, publishers, societies, faculty etc. Members acknowledged that, in any case, opening the discussion is the first step to creating policy changes, and that a faculty-wide mailing of the ARL brochure, "Create Change," along with a letter from the committee, would be a good beginning. Further discussion of the Principles will be planned for the next ULC meeting when more members can be present.

University Library Committee  
Minutes  
October 26, 2000

Present:

Ansar Ahmed, Veterinary Medicine, Chair  
Eileen Hitchingham, Library  
Paul Colley, Staff Senate  
Richard Helm, Natural Resources  
Deborah Milly, Arts and Sciences  
Mark Schneider, Architecture and Urban Studies  
Anne Zajac, Faculty Senate  
Absent: Douglas Patterson, Business, Raymond Plaut, Engineering, Diane Gillespie, Human Resources and Education, Jay Stipes, Agriculture and Life Sciences, Robert Perry, GSA

A new agenda item was added to address the reactions to the editorial that appeared in the Roanoke Times, 10/23/00, about deselection and recycling of materials from the University Libraries' collection. E. Hitchingham noted that Paul Metz, Director of Collection Management, responded and wrote a counter editorial which explained the misleading and ill-researched conclusions in the October 23 column. Criteria for withdrawn books include such considerations as the existence of duplicate copies, physical condition, circulation record and holdings at other libraries. For every volume withdrawn, two are placed in our storage building. E. Hitchingham noted that the library is actually at the end of a methodical five-year deselection process which helped relieve crammed shelves and the prospect of spending more money to build storage. The remote storage building which opened in 1995, costing over 2 million dollars, is already more than two-thirds full.

M. Schneider noted that there are two dimensions to this issue: 1) preservation and 2) the public perception about how the discards are handled. E. Hitchingham noted that efforts are made and have been successful to find homes for books, though usually at the expense of the library to provide shipping costs.

Anne Zajac asked about the possibility of periodically circulating to faculty a list of books to be discarded, to allow purchase without a booksale. E. Hitchingham said that she would pass the suggestion on to Paul Metz, but that this process would still be labor intensive and was not clear whether it could be done based on surplussing practices. Also, given that the weeding project is nearing its end, there will be fewer discards. D. Milly expressed concern that materials in narrow areas of research with very sporadic circulation will be discarded before materials closer to the measure of mass consumption. She also suggested membership in the Center for Research Libraries to assure access to very specialized materials. E. Hitchingham noted that there is human intervention in the determination of discards and that the college librarians attempt to look out for the faculty interests in their colleges.

The next agenda item addressed the process of informing the university community about rising costs of scholarly communications. E. Hitchingham distributed a draft of a letter that would be part of the faculty/graduate student mailing of the brochure, "Create Change." Following discussion, ULC members agreed to be listed on the final letter and to send suggested changes to the dean by the following week. Since a number of the University Distinguished Professors and the Alumni Distinguished Professors indicated at Dr. Meszaros' luncheon that they would be willing to be listed on a letter, a note of invitation will be sent out as well to the UDP's and ADP's. E. Hitchingham also distributed some recent news articles giving accounts of initiatives in academic publishing which support the Tempe Principles.

The next ULC meeting will be Thursday, November 16 at 4:00 p.m.. Anne Zajac agreed to stand in as chair for Ansar Ahmed.

University Library Committee  
Minutes  
November 16, 2000

Present:

Eileen Hitchingham, Library  
Paul Colley, Staff Senate  
Richard Helm, Natural Resources  
Deborah Milly, Arts and Sciences  
Mark Schneider, Architecture and Urban Studies  
David Beagle, Library

Absent: Ansar Ahmed, Veterinary Medicine (chair), Douglas Patterson,  
Business, Raymond Plaut, Engineering, Diane Gillespie, Human Resources and  
Education, Jay Stipes, Agriculture and Life Sciences, Robert Perry, GSA;  
Anne Zajac, Faculty Senate

Deborah Milly led the meeting in A. Amed's absence.

E. Hitchingham announced that the mailing of the Create Change brochure and letter would be delivered to faculty and graduate students during the last week in November.

David Beagle, Reference Librarian, presented a demonstration of how to use the online services of UnCover, a database of article information taken from over 18,000 multi-disciplinary journals. There are two components of UnCover: a specialized, for-pay current awareness service (REVEAL) and document delivery services (SUMO). Both services are subsidized by the Library for Virginia Tech users. In SUMO, on-line ordering and faxing of articles from the UnCover database to Virginia Tech faculty, staff and students may be done at no cost to themselves provided:

- ① The item is not already owned by the Virginia Tech Libraries.
- ① The cost, including all copyright fees, is \$35 or less.
- ① The item is available for FAX delivery.
- ① Your UnCover profile includes a FAX number.

In order to use the SUMO service, one must enter UnCover via the Virginia Tech UnCover Gateway, which is accessible from the Library's Databases page. Someone doing this for the first time would create a new profile, and can get this on the UnCover profile page. (Note: Only by creating a profile through the Virginia Tech UnCover gateway can one have articles paid for by Virginia Tech).

REVEAL is the current awareness component of UnCover, whereby users may receive tables of contents from up to 50 journals and store up to 25 search strategies to be run against the database. About once a week the various key words entered in the profiles are run against the database and an e-mail is sent which lists titles of the recently published articles related to the search.

There were questions about how the SUMO service compared to ILLiad. Both services are relatively comparable in cost to the library. SUMO may be a day or so faster, but the copies may not be as good as those from ILLiad. David noted that the SUMO service could be seen as complement to ILLiad in the sense that it adds another 6,000 titles to choose from and may be a little faster.

A determination will be made as to whether members are available for the scheduled December 21 meeting; it may be postponed to January.

University Library Committee  
Minutes  
January 25, 2001

Present:

Ansar Ahmed, Veterinary Medicine, Chair  
Eileen Hitchingham, Library  
Paul Colley, Staff Senate  
Richard Helm, Natural Resources  
Jon Eisenbach for Jay Stipes, Agriculture and Life Sciences,  
Raymond Plaut, Engineering  
David Beagle, Library  
Guests: Leslie O'Brien, Paul Metz, Don Kenney, Ellen Krupar (Library)  
Absent: Douglas Patterson, Business, Diane Gillespie, Human Resources and  
Education, Deborah Milly, Arts & Sciences, Mark Schneider, Architecture and  
Urban Studies, Anne Zajac, Faculty Senate, Robert Perry, GSA

Coordinators of the Library's strategic planning process were present to give ULC members an overview of the emerging issues and priorities. Eileen Hitchingham encouraged ULC members to offer feedback about how these priorities support the university community in its aspiration to become a top 30 research institution and to share the related priorities of their colleges that may need to be addressed in the library's plan.

Information was presented from four focus groups: Collection Management, Assisting/Educating Users, Organizing, and Physical and Technical Spaces.

Paul Metz, Director of Collection Management and College-Based Services, shared a wish list of resources needed by the library, given the funding. Topping this list were the funds to avoid an otherwise inevitable next severe cancellation of serials; ca. \$1,000,000. General priorities include: 1) Increase and improve information resources; 2) Assure immediate access to collections and services; 3) Maintain, purchase, and preserve a major archive of materials.

Ellen Krupar, College Librarian for Business, listed the main priorities for the Assisting/Educating Users focus group: 1) Launch a comprehensive information literacy program conveying cognitive skills and information-seeking strategies capable of lifetime application and expansion; 2) On-going training for library staff and student assistants; 3) A more comprehensive information skills program in place aimed at ensuring that all incoming students receive information skills instruction before they graduate, with required curricular skills component sequenced within each major.

Leslie O'Brien, Director of Technical Services, presented the top rated items for "Organizing": 1) Purchase and develop a flexible library system (capable of integrating functions and representing electronic resources); 2) Catalog all of our information resources; 3) Create a logical and efficient arrangement of material (part of this will be tied into future building renovations); 4) Developing links to content, i.e. how do we show links between the electronic resources that we have with the catalog, outside of the catalog, separate databases and specially designed web pages.

Don Kenney, Associate Dean for Administrative Services, reviewed the priorities for the Physical and Technical Space group: 1) Create a clean, safe, comfortable environment and useful space for all users; 2) Implement the Cohen plan (includes recommendations for a high density storage area with automated retrieval system); 3) Develop a one-stop public service area for users on the second floor, in conjunction with the re-opening of the old entrance on the second floor; 4) Provide state-of-the-art instructional spaces to teach our users how to use the collection and navigate through the facility.

Eileen Hitchingham will be participating in the University's Strategic Planning process this spring. The planning group will be revisiting the university's strategic directions, looking at the six areas for proposing where the university expects to be in ten years. She distributed a one-page encapsulation of the library trends that she was asked to prepare for the committee work. (see handout)

University Library Committee  
Minutes  
March 1, 2001

Present:

Eileen Hitchingham, Library  
Fred Baumgartner (for Deborah Milly, Arts and Sciences)  
Richard Helm, Natural Resources  
Raymond Plaut, Engineering  
Mark Schneider, Architecture and Urban Studies  
Guests: Linda Richardson, Paul Metz

Absent: Ansar Ahmed, Veterinary Medicine, Chair, Paul Colley, Staff Senate  
Diane Gillespie, Human Resources and Education;; Douglas Patterson,  
Business; Jay Stipes, Agriculture and Life Sciences, Anne Zajac, Faculty  
Senate, Robert Perry, GSA

Paul Metz, Director of Collection Management, was present to brief members on ScienceDirect, the newly acquired subscription allowing electronic links to ultimately 1,150 journals (full text) from Elsevier, the world's largest publisher in science, technology, and medicine. All six doctoral institutions in Virginia plus James Madison University joined together to purchase this service. We are moving into this project in two stages: Right now we have access to the 650 journals for which we will have the full text rights (from 1995 forward). When the contract has been signed (a few weeks from now), we will then start to have access to 500 additional journals. Paul noted that the database is very strong in biotechnology, medicine and a lot of the areas where the University's aspirations are strong. These journals can currently be accessed from the "Research" area of the library home page. From the Research menu, one would rollover to electronic journals. Eventually, there will be the ability to locate these electronic journals through Addison and from hotlinks in online indexes such as Web of Science. (see handout, Hundreds of New E-journals Announced)

Linda Richardson, Director of Reference, was present to explain the "Proposal to Consolidate Reference and Current Periodicals Collections." This proposal was formulated by librarians in Reference, Technical Services and College-Based Services to advance the goal of creating a safe, comfortable, and logically arranged physical library environment and to implement the Modernization Master Plan for Newman Library. (see handout, Proposal to Consolidate Reference and Current Periodicals Collections)

The science and humanities/social science reference desks were recently combined into one station on the first floor. This proposal aims to combine the reference collections left behind on the 2nd and 4th floors into one A-Z sequence to be kept on the 2nd floor. They would also like to combine the two current periodicals collections into one A-Z sequence and put that on the fourth floor, with space to provide an attractive and comfortable reading area. Since renovations are planned for the 2nd floor this summer, there is hope that those moving crews could carry out the proposed moves at the same time. Linda invited comments/concerns/suggestions regarding the proposal; she can be reached via e-mail at lindrich@vt.edu.

Eileen Hitchingham distributed copies of a publication from SPARC (The Scholarly Publishing and Academic Resources Coalition), "Declaring Independence: A Guide to Creating Community-Controlled Science Journals." Paul Metz and Gail McMillan will be distributing these and making presentations to the commissions and University Council this spring in follow up to the Create Change letter and brochure that were distributed this fall to faculty and graduate students. Eileen asked for feedback from members about whether it would be worthwhile to distribute this booklet campus-wide as well.

Results from a recent interlibrary loan survey were shared. Extended campus customers of ILLiad and/or Document Delivery during the Fall 2000 semester were surveyed about their level of satisfaction with the services. As was the case last year, numbers indicated a very high level of satisfaction. The small number of those with concerns were personally followed up by Dr. Kriz, and these were often the result of a misunderstanding of what ILLiad could or couldn't do.

Comments from Colleges

Dr. Fred Baumgartner noted that he had to obtain several books through ILL that he would normally have expected our library to have purchased under blanket orders for the university press publications. Eileen will look into the specifics and report at the next meeting.

The meeting adjourned at 4:45 p.m. The next meeting is scheduled for Thursday, March 22.

University Library Committee  
Minutes  
April 26, 2001

Present:

Eileen Hitchingham, Library  
Ansar Ahmed, Veterinary Medicine, Chair  
Fred Baumgartner (for Deborah Milly, Arts and Sciences)  
Raymond Plaut, Engineering  
Mark Schneider, Architecture and Urban Studies

Absent:, Paul Colley, Staff Senate, Diane Gillespie, Human Resources and Education; Richard Helm, Natural Resources, Douglas Patterson, Business; Jay Stipes, Agriculture and Life Sciences, Anne Zajac, Faculty Senate, Robert Perry, GSA

Update on Scholarly Communications

Dean Hitchingham briefed members about the presentations being made to the university community in follow up to the last fall's ULC mailing on trends in scholarly communications. Gail McMillan, Paul Metz and Tim Luke (with his Center for Discourse materials) presented, "New Technology Driven Dynamics in Scientific and Scholarly Communications," to the University Council, the Commission on Research, the Faculty Senate, the Committee on Faculty Affairs, the Committee on Graduate Studies, and the Committee on Undergraduate Studies and Policies. These presentations focused on both the sources of the scholarly communication problems and an upcoming serials cancellation if the library doesn't have additional funding. The Dean considered this to be a good beginning dialogue stage; these issues may be something the University Library Committee will wish to continue to follow.

There was discussion about the factors that may portend another serials cancellation. A lead time of 18 months is necessary to allow for the appropriate communications and decisions needed to put cancellations into effect. It is not next year's budget that is at risk; but in order to avert cancellations taking effect in January 2003, we will need to know of additional funding at the end of this June. Dean Hitchingham is indicating a need for an additional one million dollars.

E. Hitchingham reported on an initiative from the circulation department to provide baskets for patron use in the Newman building to carry materials around. The baskets can also be checked out over night to transport books to cars. The baskets are currently available off the elevators on the third floor; if use continues, they may be placed outside the elevators at each floor.

An announcement was made that the library received an award from Solinet, the Southeastern Regional Library Network, for our staff training and development programs. Brenda Hendricks, coordinator for staff development, was invited to Atlanta for the award in the beginning of May. This recognition is especially significant given the level of innovation and success achieved with fairly limited resources.

E. Hitchingham distributed copies of a mailing that will go out to the university faculty in early May. Through charts comparing database use among Virginia doctoral institutions, it is evident that Virginia Tech shows lower use in general. The memo was to encourage faculty, as they plan their courses and instructional segments, to make sure that students are using the best kinds of resources that are available to them. These graphs may also indicate that the library needs to better publicize the resources. With aspirations toward "top thirty", maybe we'll be moving toward higher use .