Minutes University Library Committee
Date: October 6, 2005

Time: 4:00-5:00 p.m.

Location: Library Board Room

Chair: Douglass Berry, II
Members Present: Eileen Hitchingham, Bill Newton, Dawn Odell, Mayuresh Patil, Paul Heilker, Werner Kohler, David Radcliffe, Caryl Gray, Ross Edmonds, Edie Moussa, Dawn South

Agenda Items:

General Introduction and Welcome (D. Berry, Chair)
D. Berry opened the meeting with introductions and welcomed new committee members.

Mission and Reporting Structure of University Library Committee (E. Hitchingham)
The charge of the University Library Committee is to disseminate knowledge and make recommendations concerning policies, services, and development of the University's libraries.

The University Library Committee reports to the Commission on Graduate Studies and Policies, the Commission on Research, and the Commission on Undergraduate Studies and Policies.

In March of 2005 the University Library Committee presented a resolution to amend the council by-laws in order to increase the membership of the University Library Committee and change the reporting structure to include the Commission on Research.

The Commission on Undergraduate Studies and Policies, the Commission on Graduate Studies and Policies, and the Commission on Research approved the resolution and the resolution passed in University Council on April 18, 2005.

The resolution also resolved that the membership of the University Library Committee be expanded from its current membership of 13 to 15 members, to include the library faculty representative on CUSP and the library faculty representative on COR.

The University Library Committee membership consists of the following representatives:
- The Dean of University Libraries (also representing the Commission on Graduate Studies and Policies)
- One faculty representative from each of the academic colleges (8) nominated by the faculty in each of the colleges (three-year term)
- One faculty senator nominated by the faculty senate (three-year term)
- Library faculty representative on CUSP (concurrent with CUSP term)
- Library faculty representative on COR (concurrent with COR term)
- One classified staff representative nominated by the Staff Senate (three-year term)
- One representative from the Graduate Student Assembly nominated by the Graduate Student Assembly (one-year term)
- One representative from the Student Government Association nominated by the Student Government Association (one-year term)

New Library System (E. Hitchingham)
The dean demonstrated special features of the new Addison system, including cover art and summaries of many of the new books added to the catalog, item export features to citation managing tools like End Note, and request and renewal capabilities.

Tour of Library Renovation Areas (E. Hitchingham)
The Committee adjourned to tour the two new group study areas developed on the fourth floor of Newman and the enlarged Special Collections area on Newman's lower level.

Minutes University Library Committee
Date: **November 3, 2005**

Time: **4:00-5:00 p.m.**

Location: Library Board Room

Chair: Douglass Berry, II
Members Present: Eileen Hitchingham, Dawn Odell, Mayuresh Patil, Paul Heilker, Werner Kohler, Larry Alexander, Ralph Amateis, Ross Edmonds, Edie Moussa

LibQUAL + Survey Results - Survey of Faculty, Spring 2005 (E. Hitchingham)

For five years the University Libraries have participated in a research and development project to measure perceptions of library service. LibQUAL+, an internationally used survey tool developed by the Texas A&M University Libraries in partnership with the Association of Research Libraries (ARL), gauges library users' opinions of the resources and services provided.

The goals in doing the LibQual+ survey are to enable the University Libraries to:

- Foster a culture of excellence in providing library service
- Help the library better understand user perceptions of the quality of library services
- Collect and interpret library user feedback over time
- Provide the library with comparable assessment information from peer institutions
- Respond positively to user needs and expectations
- Identify best practices in library services

LibQUAL+ gives library users a chance to tell us where services need improvement so we can respond to and better manage their expectations. By comparing our library's data with that of peer institutions and examining the practices of those libraries we can develop services that better meet our users' expectations. In Spring 2005 we conducted a LibQual+ survey for faculty.

Most of the charts included compared values for services and library as space for VT undergraduate students, graduate students, and faculty. Several charts compared VT Libraries with other ARL in areas such as funding and staff. VT Libraries fall very low in the ranking for both of these areas.

Committee members discussed ideas for recruiting support for VT Libraries in the university budget.

Other Library Surveys (E. Hitchingham)

There was discussion regarding surveys being conducted in other peer libraries and different ideas for statistics and measures. Hitchingham provided a handout with the results of University of Washington Libraries' Spring 2004 Faculty Library Use Survey as an example
http://www.lib.washington.edu/assessment/surveys/survey2004/default.html

New Service – Order Status Notices

E. Hitchingham demonstrated searching for items on the new library system. If an item is not available but has recently been ordered a message will display stating when the item was ordered.

Minutes University Library Committee
Date: January 12, 2006

Time: 4:00-5:00 p.m.

Location: Library Board Room

Chair: Douglass Berry, II
Members Present: Dawn Odell, Werner Kohler, Dawn South, Eileen Hitchingham, Mayuresh Patil, Irene Glennon, Ross Edmonds, Caryl Gray, Bill Newton

Letter re Library Faculty (D. Berry)
D. Berry reviewed a proposal he drafted to address the chronic insufficient support of the Virginia Tech University Libraries compared to other institutions. The members in attendance agreed that the timing of this letter in response to the development of the new strategic plan is appropriate. The committee is also asking that the university commissions and organizations provide their immediate input so we may best advise the university administration of the vital importance of increasing library support to meet the goals of the strategic plan.

Committee members were asked to consider the wording of this statement to reflect a concise statement that the library needs increase resources to address two or three pressing needs. The committee chose to focus on staffing and infrastructure. Undergraduate lack of interest in the facilities was also added to address some of the aesthetic and availability concerns.

Library Webpage (E. Hitchingham)
E. Hitchingham distributed printed examples of the Libraries' home page and explained that the Libraries are currently trying to determine the most useful features on their home page. She demonstrated several features and asked committee members to label 1 through 5 the most useful features on the page for each of them. Hitchingham also demonstrated several search features for subject searches, titles searches, and alphabetical searches.