

## UC Libraries Committee

November 4, 2016 1:00pm Science Library

Present: Mollie Armour, Chandler Christoffel, Laura Rhicard, Melissa Tufts, David Hurley, Jenny Morgan (for Lilia Gomez-Lanier), Duska Franic, Jason Battles, Toby Graham, Malcolm Barnard, Ramaraja Ramasamy, Karin Myhre, and Akela Reason.

### **Library update** – Toby Graham, University Librarian and Associate Provost

- Science Library
  - The main (2<sup>nd</sup>) floor was renovated in 2012 and has seen a dramatic increase in visitors since. The renovation of the 3rd floor is now complete and is heavily trafficked, contributing to even higher numbers. September 2016 gate count was 47% higher than the mean gate count for the past 5 years. Plans to install a coffee shop in the Science Library are currently underway. It should be open by the start of classes in January. Additionally, there are plans – in part as a response to requests from SGA, to keep the Science Library open 24 hours during exams as a pilot to determine level of demand for overnight availability.
  - All of these changes contribute to a longer term vision for the building, which will balance the functions of repository, research support, and learning space. This long term plan will renovate portions of the Science Library and expand the existing lobby, creating a south facing entrance. Fundraising is in the early beginning stages.
- [Special Collections Library Fellows Program](#)
  - The Fellows program is in partnership with the Center for Teaching and Learning and provides instructional support and a \$2,000 financial stipend to faculty who wish to develop or redesign courses to make significant use of the Libraries' special collections.
  - The inaugural class was last year, and the Libraries have received many applications for this upcoming year. It's a larger pool of applicants, and recipients will be announced soon.
- The [Spotlight on the Arts](#) festival has begun.
  - In conjunction with this event, the Libraries will host the [Georgia Writers Hall of Fame](#) festivities and induction ceremony November 7. This year's inductees include Roy Blount Jr. and Bill Shipp, as well as, posthumously, James Alan McPherson, Brainard Cheney, Katharine DuPre Lumpkin.
- The Libraries continues to negotiate with major publishers, as we work to make our access to e-journals more financially sustainable, and to add to our e-journal access where possible.
  - Example: Negotiations with Taylor and Francis will expand our subscriptions from 500 titles to 2,219 with a significantly reduced rate of annual inflation.
- The implementation of the Fair Labor Standards Act is heavily felt at the Libraries, with 77 staff changing from exempt to non-exempt status and consequently moving from monthly to biweekly pay. Implementation has also increased the entry librarian salary.

**LibQUAL User Study Report** – Chandler Christoffel, Science Librarian & Instruction Coordinator

- The Libraries conducts LibQUAL, a standardized survey sponsored by the Association of Research Libraries, approximately every 4 years. This time, the Libraries used “[LibQual+Lite](#)” (a shorter survey) and received a very high participation rate.
- Results:
  - Radar charts (attached) display collected data in terms of 3 broad categories; Libraries as Place (LP), Affect of Service (AS), and Information Control (IC). Participants rate these areas based on their expectations regarding what is a minimal acceptable level, their actual experience, and their desired experience.
  - Over the years you can see steady improvement, particular in the Library as Place categories. (Yellow shrinks and is replaced by blue.)
  - Service Affect categories are consistently where the Libraries performs best.
  - Information control is the area in which there is the most room to improve, particularly as it relates to off campus materials access and the website. Steady progress has been made in print and electronic journal resources.
- The Libraries’ LibQUAL committee is in the process of analyzing this data and coding the comments. The group hopes to host a workshop where the campus community can attend to learn about the feedback and foster discussion.

**University Libraries Support Unit Review** – David Hurley

- Committee members are:
  - Jean Bertrand, Assistant Dean for Academic Affairs in College of Agriculture and Environmental Sciences
  - Stephen Berry, Professor, History
  - David Hurley, Professor, Veterinary Medicine
- The committee will conduct their review based off many factors, including a self-study conducted by the Libraries, meetings with library personnel, and a survey of library personnel. The goal is to have the review complete by the end of Fall semester.

**Digital Repository Discussion** – David Hurley

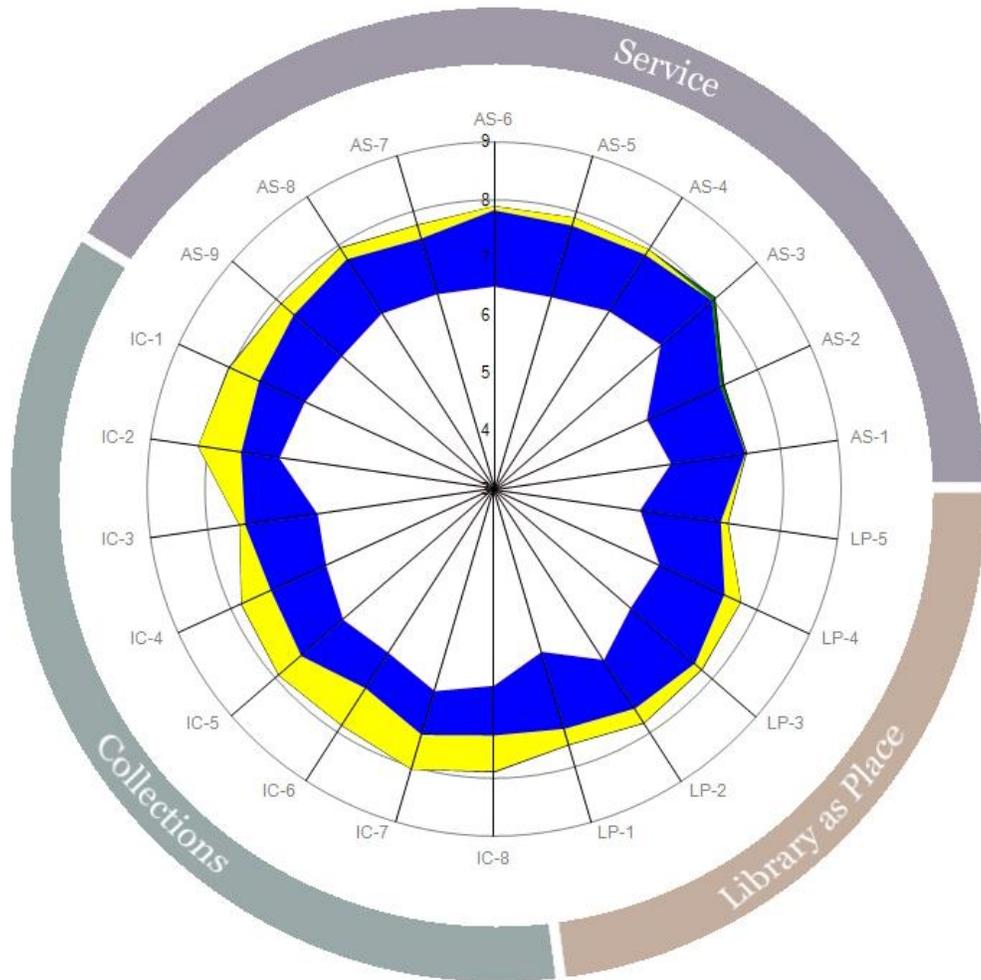
- Based on the feedback gathered by David and some others, pdfs are the most commonly desired format.
- The committee will continue to explore these issues over the next few meetings. It seems probable that the existing Athenaeum system can meet the needs expressed, or could undergo some minor tweaking in order to do so.

The meeting closed with a tour of the renovated spaces at the Science Library

\*Mollie Armour will be in touch with the group to set up 2 meetings for 2017 spring semester

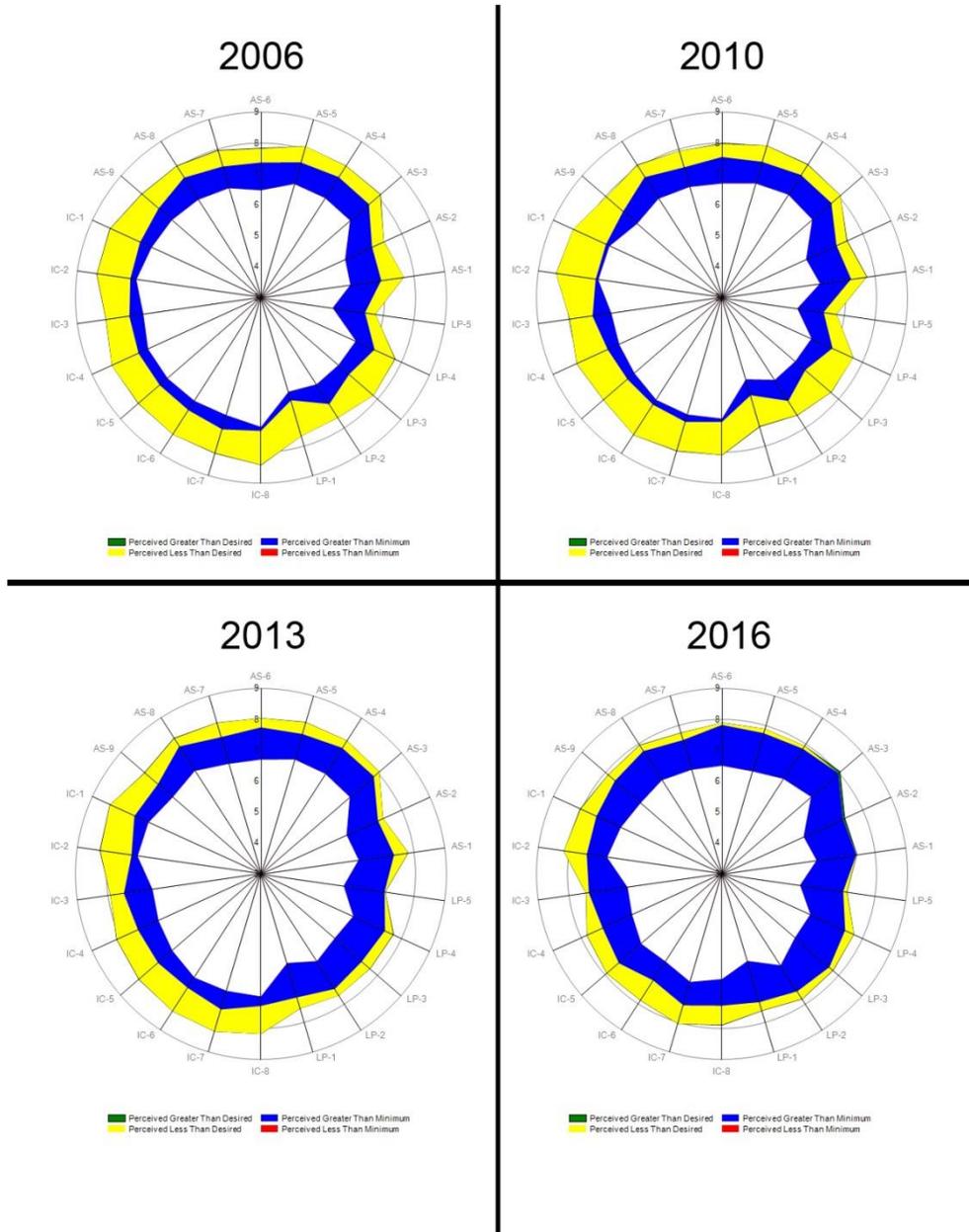
# Summary of 2016 Responses

(Includes UGA faculty, staff, graduate and undergraduate students)



■ Perceived Greater Than Desired    ■ Perceived Greater Than Minimum  
■ Perceived Less Than Desired    ■ Perceived Less Than Minimum

## LibQUAL Radar Charts



ID	Question Text
AS-1	Employees who instill confidence in users
AS-2	Giving users individual attention
AS-3	Employees who are consistently courteous

AS-4	Readiness to respond to users' questions
AS-5	Employees who have the knowledge to answer user questions
AS-6	Employees who deal with users in a caring fashion
AS-7	Employees who understand the needs of their users
AS-8	Willingness to help users
AS-9	Dependability in handling users' service problems
IC-1	Making electronic resources accessible from my home or office
IC-2	A library Web site enabling me to locate information on my own
IC-3	The printed library materials I need for my work
IC-4	The electronic information resources I need
IC-5	Modern equipment that lets me easily access needed information
IC-6	Easy-to-use access tools that allow me to find things on my own
IC-7	Making information easily accessible for independent use
IC-8	Print and/or electronic journal collections I require for my work
LP-1	Library space that inspires study and learning
LP-2	Quiet space for individual activities
LP-3	A comfortable and inviting location
LP-4	A getaway for study, learning, or research
LP-5	Community space for group learning and group study