

University Library Committee

March 12, 2019

Present: Daniel Badoe, Chris Brown, Rufaro Chitiyo, Lora Cowan, Stuart Gaetjens, Mark Groundland, Jason Hurley for Tammy Howard, Shelia Kendrick, Nancy Kolodziej, Joe Roberts, Tiffany Smith, Dean Doug Bates

Absent: Sandra Bohannon, Judy Hull, Deborah Ballou, Madison Cole

Call to Order/Agenda: Chairperson Chris Brown called the University Library Committee meeting to order and welcomed everyone. A quorum was established. Joe Roberts made a motion to approve the agenda, and Mark Groundland seconded the motion, with everyone present approving the agenda.

Minutes: The minutes from the October 30, 2018, meeting were approved with one correction via email from Tammy Howard. The minutes should have read the “**Whitson Hester School of Nursing** is changing many of their online **MSN** courses from an association with TN eCampus to being direct TTU courses.” A motion was made by Mark Groundland, second by Joe Roberts, and the minutes were approved as corrected.

Dean’s Report: Doug Bates began by asking the committee if they had any questions for the library. Chris asked how the switch to the new TTU website has gone for the library in the last few days. The library’s switch was pretty painless, with very little disruption. One of the librarians, Holly Mills, has been working on the library’s website, as well as offering her help to other departments on campus. Stuart Gaetjens says that when you’re on the main library landing page and try to enter a search in EagleSearch, the search icon doesn’t work; but if you hit “enter”, it does work. Also, the library’s statistics pages are not dynamic pages right now: they are only PDF’s of our statistics.

On the previous TTU website, the link for the Library was prominent. On the new website, you find the library link under the “Academic” and “Express” tabs. Mark Groundland offered to bring this up in Faculty Senate to be addressed to make it clearly prominent. Communications and Marketing is responsible for the TTU Website, not ITS. To get the library link in a more prominent position, the library committee would have to work through Administrative Council.

Joe Roberts asked if the library is happy with the progress made on the two building projects. The punch list for the excavation project is scheduled in 2 weeks. The brick project has had 70 weather days, so they are a little behind. However, the library is getting ready for new services and spaces.

Rufaro Chitiyo is teaching two new classes and has been using the library a lot. There needs to be more marketing about library services other than checking out books. For example, professors need to know that the library will teach in your classes things such as poster designs and how to do presentations.

Doug discussed the budget extensively at the fall meeting and the fact that our budget is decreasing. Since then he has looked at all the Carnegie R-2 (Research) Institutions and their library budgets. Out of those 115 institutions, TTU was tied for 111th place in the amount they spend for library materials per student. Doug asked what is the impact of this level of spending?

Open Access to journal articles has grown from 15 to 50 percent in recent years. Open Access is where you don't have to pay for the article. The University of California system recently cancelled their 10 million dollar contract for all Elsevier published journals. Several committee members asked whether this would make the price of articles go up. Is TTU's budget affecting the library's ability to support the articles needed; or is Interlibrary Loan and Get It Now sufficient to meet the needs of researchers?

Dr. Bates has a budget meeting next week with the Provost and the Vice President for Finance & Planning. He has asked for a \$150,000 increase in the materials budget. The library's budget has decreased from \$900,000 to \$734,000 this year. The library had a significant decrease in TAF allocation, going from \$307,000 to \$125,000 this year for databases.

Chris asked if we know what the Carnegie R-2 schools are spending their money on. Doug thinks part of the answer is legacy. Many of these schools have received these amounts for years, so they have lots of inertia. Does this mean they actually need it?

Stuart says there are people on campus who are not satisfied with having only Interlibrary Loan and Get It Now to acquire materials. Two years ago, when GIN was running, two-thirds of the articles requested arrived in less than 20 minutes; but people complained and said they wanted/needed databases on campus so they would have better access.

If dollars are restored to the library budget, we can turn Get It Now back on, giving faster and better access to materials for graduate students and those doing research. The library would be able to revert to the "unmediated" form of GIN instead of the "mediated" form which sends requests through Interlibrary Loan.

Joe Roberts thinks the reason people have not complained is not legacy; but it's the culture. He compared it to the service you once received at a gas station or at Walmart, but we no longer expect/receive that same level of service. It does not necessarily mean this is the best we can do. It is just that our standards/expectations have been lowered.

Stuart and Sharon Holderman have been collecting the citations used by students on their posters for Research Day for several years. They have found that 68 percent of the students' citations are from publications that are available freely online. Only 18 percent of their citations required a TTU login.

Tiffany Smith, one of the two student representatives on the library committee, is also a student worker for the library. The complaints she hears at the front desk concern the library not being open 24 hours, but she realizes that is totally unrealistic. Just this semester, with new all-night labs being opened in Henderson Hall, Prescott, and Clement; those complaints have dissolved. Prescott now offers a space where you can just sit and do homework on campus: it is not simply a computer lab.

The library has also requested an additional \$75,000 in the student budget. Our current budget is \$86,000. The work component for many scholarships is being eliminated next year. Only one scholarship will require a work component, so this will reduce the number of student workers and the hours the library will receive in fall, 2019. The library has relied on work scholarship students particularly in tutoring.

The testing center will require additional student workers, and the library plans to hire two new staff members. Tiffany asked if the library will get any profit from the testing center. Yes, we will make some money in order to finance what needs to be done in the testing center. We will have to purchase supplies, provide student labor, replace technology, and want to be able to offer standardized tests in the future.

Mark Groundland: If the University's initiative now is more with marketing, then how effective is the marketing of TTU if the library is increasingly de-prioritized. To what extent is a library in a university an effective marketing tool? Perhaps you need to improve and invest in our library to improve the marketing of TTU as a whole. It should be a selling point to graduate students.

Some program reviewers, such as those in Biology, have seen the library as weak spot for students. The library could contact Dr. Huo to get the effectiveness reports on the library from the program reviewers on campus over the last few years.

Dr. Chitiyo asked if the library has conducted any surveys. The library has surveyed both faculty and students in the past regarding services and resources. The library needs to do another and perhaps this would demonstrate a need.

Mark suggested an electronic suggestion box on the library's website, so the person could give immediate feedback when they encounter a problem while working. There is something on the library's website that comes directly to Doug; but the feedback is mostly from students.

Another suggestion was to ask new faculty in on-boarding meetings questions about library services at the schools where they were graduate students or faculty members: such as "What kinds of things were really helpful to you?" Another opportunity would be during a de-briefing when someone is leaving TTU, to ask what we could do better. If someone is working on a Ph'D elsewhere, ask them what they are noticing is beneficial.

Election of Chairperson: The final order of business was the election of a chairperson for the 2019-20 academic year. Joe Roberts nominated Chris Brown, Tiffany Smith seconded the motion, and Chris was unanimously elected.

Adjournment: The meeting was adjourned.

Minutes: Sharon Buckner

Approval: 10/29/19