**University of Arkansas Libraries, Fayetteville, Arkansas**  
Faculty Monthly Meeting with the Dean  
Monday, July 27, 2015

**Requests for Computer Equipment**  
Judy Ganson reported that staff are ordering items on the list of requests in order of their indicated importance. David Boddie will contact individuals when an item arrives to schedule its installation.

The priority is to upgrade the computers in 102, 104, 472B, and 372B. For that reason, 102 will be closed August 3-12, but will reopen earlier if the work of replacing the computers is complete. There will be the same number of CPUs, though they will be smaller and will not be placed on the floor.

**Personnel Changes in Tech Services**  
A reception for Marilyn Rogers will be held on Thursday, July 30 in the Staff Break Room at 2 p.m. There are currently several vacancies in Tech Services. Deb Kulczak compiled a list of who does what in Tech Services, called the Cataloging Acquisitions Department Contacts, which is posted on the StaffWeb, and serves as a directory for questions anyone may have about departmental functions.

**Provost and Chancellor to Visit Mullins Library**  
The provost and chancellor will visit Mullins Library, possibly on August 21 (the schedule is not yet firm). In preparation for this, the dean sent a one-page overview of the Libraries' strengths, weaknesses, major initiatives, and programs. She requested feedback from the librarians at the Department Heads meeting regarding strategic goals for the next five years or visions for the future of the Libraries. Any feedback should be submitted by Friday, July 31 for inclusion. The un-funded major initiatives listed are included in the next capital campaign goals.

**Preview of Annual Statistics**  
Lora Lennertz gave a preview of the statistics compiled for the annual report. The check out of physical books continues to drop, as it has for the past ten years or more. The number of check outs of physical items by patron types, (i.e., undergraduate students, graduate students, and faculty) are consistent but show a large drop in checkouts by undergraduate students; whereas, the graduate students and faculty show a slight increase.

Books and periodicals volumes accounted for 78% of Circulation checkouts, course reserves checkouts were 12%, and equipment checkouts such as laptops and iPads were 10%.

Directional questions are less; the large increase in questions answered reported in Circulation is likely due to training on DeskTracker and more consistency in reporting. Reference questions decreased at all desks except Chemistry / Biochemistry, Circulation, and Special Collections.

The number of people in the libraries has been consistent, with a slight increase this year.

**Water Emergencies**  
During the July 4 holiday weekend, there was a water emergency discovered in LISA. Kathleen Lehman and staff are working hard to save as many of the approximately 350 volumes damaged as possible; about 70 will have to be withdrawn and discarded. When the list of withdrawn titles is compiled, Lora will distribute it to faculty. Most of the titles were from biology.

**Review of Calendar Software Products**  
Lora Lennertz is reviewing several software options for calendaring. Our current calendar allows only half hour increments and therefore does not allow for the recent change in course schedules. We also need
the ability to both reserve and check out rooms. Lora met with staff at the Student Union to review the product they are using to schedule their rooms called EMS. It is also being adopted by the Reynolds Center and Athletics. It allows customization such as adding furniture and food to a specific meeting, and making some rooms self-serve while others require monitoring by staff. Have not determined if it would allow key checkouts.

Lora also has a webinar scheduled next week to review the Demco product called Evantage, which is a booking system that is usable on any device. There are also products from Innovative Interfaces and LibCal to review.

24-Hour Chat Review
Lora appointed a committee to review our 24-hour chat service. We participate in a 24-hour service, which means we answer questions for every library in the service during set times of the day. The use is not high, so the committee is charged with assessing our current program to see if we should continue it or pursue another product. One problem our librarians are seeing is that many libraries are adding logins to their websites, so that users can customize their portal; however, this prohibits our librarians from accessing the other libraries' sites so that they can provide chat help to students' questions.

Conference Review Meeting
Lora has set a conference presentation meeting for August 12 at 3 p.m. where conference attendees can share ideas or information gathered at recent conferences. Rather than a review of everything presented at the conferences, Lora asked attendees to share one really great idea or suggestion to implement in the Libraries.

United Way Campaign
Lora will be the Libraries' coordinator for the United Way campaign this year. She will update everyone when more information is made available.

Head of Physics Library
Stephanie Freedle has been appointed the interim Head of the Physics Library while that job search is undertaken. All questions about materials, collections, and services should be directed to Stephanie; Kathleen Lehman will continue to handle collection development duties.

Hourly Wage Increase
Jeff Banks reported that, effective July 1, the hourly wage was increased to a base minimum entry level of $9 and all currently hourly employees given a $1 per hour pay bump to keep pace with state minimum wage increases that are being implemented over the next few years. Next July, there will be another .50 cent increase. All departmental budgets have been increased by this same amount, but future hires and grant applications, etc. should take this higher wage into consideration.

Honors College Interns
The Honors College is now accepting research project proposals for their students; these need to be submitted ASAP so that they can match with appropriate students and be ready when fall semester begins. The proposal should result in at least one publication for the student. The Honors College pays the wages for these students and also provides grants for travel, for instance, to present at a conference. Brittany Tavernaro worked with Luti Salisbury on a citation analysis of Marketing faculty, used that information for her Honors College thesis, a public paper, and a presentation at Special Libraries Association. There are examples of the grant proposals on the Honors College website. Please submit project proposals worthy of Honors College students because this is a great opportunity for us and for the students. Ideally, we would have five or six Honors College students working on projects in the library every year.
**Creative Staffing**
At the annual budget review, none of the requested positions were funded, leaving us to attempt some creative staffing and shuffling of current job descriptions to fill critical positions, especially in the Institutional Repository and Digital Services Center. Martha Parker has agreed to assume duties in the Digital Services Center as the librarian, while Lee Holt has been transferred as the technician. We are shifting duties and responsibilities to cover these losses. An hourly employee has been hired to cover part time in the mail room.

Cedar Middleton has been appointed in the Institutional Repository to help get that project begun by Judy Ganson and Amy Allen off the ground.

The serials cataloger request was one of the ones for which we did not get funding in this year's budget request; Deb Kulczak and Judy Ganson are working on identifying job duties and proposing a reallocation among existing staff to get the necessary work done.

**Job Searches**
There will be two candidates on campus for Head of Instruction and Liaison Services interviews. Joel Thornton will interview on August 3-4 and Daniel Liestman will interview on August 6-7.

The candidate for the Head of Technical Services will be on campus for an interview on August 20-21.

The search committee for the Special Collections Audio / Visual Archivist are conducting Skype interviews of candidates.

The job description for the Head of the Physics library will be posted next week. Please send to any colleagues who might be interested.

**Work Study Requests**
Please submit any Work Study requests for the fall semester. Applications are already coming in.

**Classified Staff Salary Review**
Jeff Banks and Kathy Riggle compiled information regarding the classified staff salaries. The goal is to make our salaries fair, equitable, and competitive with our research library peers. The state wages framework is structured on public libraries. Our salaries are in the bottom quarter as compared to our peers' salaries.

**Furniture Requests**
Marco de Prosperis reported that the furniture requests have been processed and orders made; the majority of orders will be installed as they come in during August. Some specialty items may take a bit longer. As you encounter furniture needs throughout the year, make your requests then. Do not wait until the last call at the end of the year; in most cases, these can be filled in a more timely manner.

**Third Floor Study Rooms Construction in Mullins Library**
Marco reported that the construction project of the study rooms on the third floor of Mullins Library is on track for completion in late August. Electricians will be drilling through the floor some time this week, which will cause a lot of noise throughout the building.

**Water Leak Problems**
Fine Arts Library continues to have waste water backup problems. Facilities Management has no permanent solutions, which is worrisome. Last week the water backed up in the upstairs sink and overflowed. No materials were damaged this time.
In March 2015 humidity sensors were installed in LISA and Special Collections. Due to the feedback from them indicating critically high humidity, Facilities Management turned on a previously installed humidifier by mistake. Because of some as yet unidentified malfunction in the air conditioning system, the temperature cycles between 54 and 104 degrees on a three-hour cycle. This combined with the humidifier being mistakenly turned on in an attempt to decrease the humidity resulting in water condensation damage to approximately 350 volumes.

First, we need to fix the air conditioning system, then install additional temperature and humidity sensors throughout the building and at different heights to regularize the temperature feedback given to the system.

The ongoing water problem in Special Collections 186 is nearing resolution. The water dripping from the ceiling every time it rains has been reduced to a wet spot, and one more water remediation treatment from Facilities Management should take care of that. Next they will install a dehumidifier on the south wall of that room with a drain to the mechanical room drilled through the wall. The cost will be $7,300; Marco hopes to have Facilities Management cover that cost with funds from the Facilities fee collected from students. It will be installed by the end of August. The dehumidifier is not connected to the air conditioning system but will keep the humidity in the room below 50%. Janet Parsch asked if anyone had considered water proofing the walls. Marco replied no, since the water leak was coming from the ceiling, but if we do see water condensation on the walls, that will certainly be an option.

Extra Custodial Staff
In March, we were promised three extra custodial staff to work during the day, evening, and weekend hours in Mullins Library. Those positions were funded by the central administration but have not been filled. Marco contacted Mike Johnson, who reported that they currently have 20-25 open custodial positions and a 40% turnover rate. The salary Facilities Management can pay these workers is set by the state legislature, and we can't pay enough to get and retain staff. The positions are there and funded; we just can't get them filled.

Fiscal Year Books Closed
We made a soft close of the fiscal year books on July 24. We still have some outstanding funds that were promised to us, but have not yet been paid.

Suggestions for Programs and Projects
Please put forward any ideas and proposals for programs and projects, disregarding the funding. If it will help the Libraries, the dean will put together funding requests and try to get it funded.

Interlibrary Loan Statistics
Tess Gibson reported some Interlibrary Loan statistics from the last fiscal year.

- We had more than 87,000 requests, a decrease of 4,500, which includes a 3,000 decrease in RazorRush requests. Please promote that service to faculty in your respective departments.
- RazorRush requests by department were:
  - Biological Sciences (772 requests)
  - Food Science (402 requests)
  - Poultry Science (327 Requests)
  - Psychological Science (327 requests)
  - Entomology (200 requests)
- The average turnaround time dropped to 1.3 days from 1.8, which is a significant improvement.
- 8171 returnable items were borrowed, which is about the same as last year.
• The most requested journal titles were:
  2014 *London Review of Books* (requested 34 times)
  2013: *Journal of Operations Management* (requested 24 times)
  2012: *Journal of Membrane Science* 102 (we now own this title)
• The Purchase on Request program bought books averaging $74.30 per title last year, with the most titles purchased for History (24 titles) and English (22 titles). We did not exceed the budgeted amount set aside for Purchase on Request.
• We are still a net borrower by a slim margin.
• Storage retrieval requests average 261 per month, down from 332 requests per month last year.

**Question:** What are our current collaborations with Crystal Bridges Museum Library?
**Answer:** Jeff Banks noted that we had collaborated with them on a proposal to host the Bentonville Film Festival archive, but that was not successful.