University of Arkansas Libraries, Fayetteville, Arkansas
Faculty Senate Library Committee Meeting
Thursday, November 17, 2011
Present: Dennis Beck, Lynn Fitzpatrick, Norman Dennis, Raja Kali, Carolyn Allen, Juana Young, Judy Ganson, and Molly Boyd.

Library Concerns and Initiatives, Dean Carolyn Allen

Dean of Libraries Carolyn Allen handed out draft copies of the strategic initiatives and goals currently being formulated for the Libraries’ next five years to give members of the committee a feel for the kinds of things we are doing or are planning to do. In the area of instruction, it is a challenge to balance old-fashioned research methods with new technologies. We have a generation of tech savvy students who are unfamiliar with academic research tools and strategies and who need instruction. The Libraries’ challenge is to meet the needs of students and expand the university’s reach. Another significant initiative involves the development of an institutional repository, in which faculty may deposit research to make it accessible to the public. The National Institutes of Health (NIH) and National Science Foundation (NSF) grants now require open access to research. The dean requested feedback on the initiatives and goals via e-mail, after members of the committee had time to consider them. She also asked for suggestions about any issues or programs that committee members would like for the Libraries to undertake.

The dean also provided an overview of concerns of the library. She said the budget issues are our biggest concern, since the materials budget has been flat for the past seven years, but the serials subscriptions continue to rise on an average of 10% per year. In the past, there has been no funding for library materials written into proposals for grant proposals, new programs, courses of study, or degree majors. The Libraries’ struggle to accommodate new programs using existing funds. Some departments provide a base funding for books when starting a new program, but that one time purchase fund does not cover the continued costs of maintaining serials subscriptions. In short, the Libraries are struggling along with every other department on campus, with rising numbers of faculty and students but no concurrent increase in budget dollars.

When a faculty member or department asks the Libraries to add a new serial resource to the collection, the Libraries ask faculty to trade out the requested material with current subscriptions equaling 110% of the requested resource, to cover the cost of the next year’s serial increase. Each year as subscriptions come up for renewal, we evaluate the resource on a cost per use basis. If the serial’s cost per use is under $10, we keep it. If it is over $10, we solicit feedback from faculty regarding the importance of the resource to fields of study, and keep critical and core materials for programs of study. No subscription is cancelled without feedback from the faculty; however, due to the increase in materials costs, subscriptions are evaluated annual for their vitality.

We are also codifying our relationship with Crystal Bridges Museum. Currently, we are hosting their library catalog, which is incorporated with our own. Faculty and staff have access to the materials in their collection, and may search and find them through our catalog; however, the materials are non-circulating and must be used within the museum. Like the museum, the library there is free and open to the public.

We currently have an iPad and a Kindle loaded with the One Book, One Community selection that may be checked out at the circulation desk for one week.
Collections Budget, Judy Ganson

Judy Ganson gave an overview of the current budget. For several years, the university has given one-time monies to the Libraries to cover the cost of increases in serials for current subscriptions; and the costs continue to climb at a rate of 10% annually. Each year when we develop the budget, we allocate for a conservative distribution of funds. We are nearing the end of our three-year agreement with some publishers for price caps on the cost of databases. The only major one-time purchase we were able to make last year was the New York Times historical archive. The budget will be finalized by the end of the year, and departments will be notified on what will be allocated for books. The selectors will notify their department liaisons, and will work with them to determine what will be acquired.

We are experimenting with a patron-driven acquisition project for electronic books, in which book records are loaded into our catalog for users to browse electronically. If one or two users view the item electronically from our library catalog, we pay a rental fee for the access. The third time the item is accessed, the book is automatically purchased, and then becomes a part of our permanent collection. As a trial, we have allocated $5000 to this project.

Interlibrary Loan is also conducting a trial program whereby they transfer requests for current publications that are published within the last year to outright purchases of the item. Many libraries will not lend current publications, and the price of borrowing may offset the purchase price.

Judy plans to meet with the library representatives from each of the departments to gain feedback from how we can better assist them.

Facilities, Juana Young

Juana Young provided an overview of the “Phase Two” of the recent renovations intended to ease the crowding in Mullins Library. The university provided one-time funds of $490,000 to accomplish the renovations, which began last year with the lobby level. This year we transferred some of the older scientific materials that are now available in electronic format to storage, compacted the existing books on the shelves, and relocated the entire “P” call range number (languages and literature) from the lower level (basement) to level 4. In the process, we freed up the “bay” areas on the west side of the fourth floor and added new furniture, comfortable seating, and white boards that the students use to configure the space to meet their collaborative study needs. These areas are heavily used, particularly in the evening hours. We added 214 seats to the building and replaced 946 worn out and threadbare chairs. We added 30 bean bags chairs last year.

Questions and feedback from faculty on the committee:

Question: When distance education students order books through Interlibrary loan, must they pay to return the books?

Answer: Yes, if the books are sent directly to their home. Added information: Students concerned with costs should contact their local library regarding interlibrary loan. We loan for free to every library in the state; however, some libraries charge patrons for interlibrary loan requests. If their local library does not charge for interlibrary loan, they may make the request through their library, pick up and return the book to their local library, and avoid shipping costs.

Question: Could we abolish collections and get all of our documents through ILL?
**Answer:** Not currently feasible. No academic library can rely on interlibrary loan exclusively, as it would be prohibitively expensive. Our Interlibrary Loan expenditures last year were $120,000. We keep costs low by belonging to lending and borrowing consortia such as RAPID ILL and the Greater Western Libraries Association (GWLA), which are cooperative partners.

**Question:** Is our collection equivalent to other institutions’?

**Answer:** Yes, with some; no, with others. For instance, GWLA has 32 member libraries of all sizes. We have 1.9 million volumes in our collection; other peer libraries have more than 3 million.

**Question:** In response to goal 6.4, assign two librarians to participate in the activities of the Teaching and Faculty Support Center to develop library research activities for specific classes, Professor Dennis asks how the Libraries intend to collaborate with the Teaching and Faculty Support Center.

**Answer:** We would like to see the Center host regular focused sessions giving an overview of subject-specific collections, to offer assistance in grant applications, and to present materials used to support teaching of specific courses. We would like to be a full participant in assisting the skills training for faculty and jointly sponsor a symposium on library topics. We could present on particular subjects or topics such as academic integrity. We have developed a subject guide for avoiding plagiarism, a citation guide, and a copyright guide located from the Academic Integrity link at the lower left of the Libraries’ homepage. The provost’s video is also there. Although it is on our Website, we’d like to see it utilized in courses in a more effective manner, by alerting faculty to its existence so they can make it available to students.

**Question:** As more and more serials are cancelled, there is a concern that “black holes” will develop in the collections. Are back issues no longer available if we cancel subscriptions?

**Answer:** We own anything we paid for; even if we cancel the current subscription, we still have access to those online volumes. Also, JSTOR contains complete runs of selective primary journals in various subject areas.

**Question:** With goal 1.5, assess the use of mobile applications that give access to library information, does that refer to GPS technology that can give locations of books within the stacks?

**Answer:** No, though something similar is available for purchase. The Physics Library is testing a QR code pilot project that places signs on the book stacks with QR codes programmed to show electronic resources available for the subject area in which one is browsing books.

**Question:** What is your biggest challenge?

**Answer:** Like everyone else on campus, we are grappling with space issues, as we currently do not have enough seats to accommodate the current student body, much less a growing population. We would like to have 2500-3000 seats. We hoped we could build an automated retrieval system (ARS) and renovate Mullins Library to make it more user friendly, but the price tag for that came in at 84 million. We may still build an ARS, but that funding would be a part of a capital campaign, as the Libraries do not have a “fee” like HPER or the Technology fee and generate no income.
The branch libraries are also overcrowded. In the long term, we’d like to see one science library facility to better service the STEM programs. Students would have more flexibility in retrieving materials for interdisciplinary programs, there would be more study space, and the facility would include training and group study rooms. The holdings would be largely electronic, because that’s how users are accessing the collections. Currently, study rooms are only available in Mullins Library and are in high demand.

Students continue to request 24/7 service, which we would be happy to accommodate if we had a fee to generate some income to pay for the overhead costs. Currently we have 24/5 service in Mullins Library the last week of classes and during finals. The new technology center will open in the Union soon with at 24/7 computer lab.

**Question:** What can the Faculty Senate do to help the Libraries?

**Answer:** Faculty can do a lot for the Libraries by supporting our cause to administration, perhaps to garner support for a library fee. Professor Dennis will request time on the docket for the February Faculty Senate meeting for the dean to present a library report.

Anytime faculty hear about the shifting of courses to a new direction, the redirection of a program, or even new faculty hires, we would like to be informed as early as possible in the process so that we can adjust and shift the budget to make appropriate purchases to support the change in the direction. Notify the subject librarian about prospective changes and needs. Even, if possible, review résumés of the short list of prospective hires, so that we can begin the audit of current materials and compile a list of needs. We analyze the collection, see what’s being published in that field, compare what we have with other institutions who have a similar program of study, and in general conduct a comprehensive analysis of what we have and what we need to support the program. When a proposal is granted to start up a new degree program, faculty are sometimes given start up funds, of which some share a piece with us for materials, some don’t. Until this year, providing support for library materials was not a part of the campus policy for new program requests.

We are also trying to make students more aware of the online access to materials the Libraries’ offers from any Web browser connection. We have many electronic journals and ebooks purchased for specific programs.

One of the issues that we really need faculty help with is letting students know what we cannot do with electronic resources. For example, when a database is accessed for systematic downloading, an alert triggers, and we are contacted by the publisher. The specific IP address on campus is shut down by the publisher and we are notified. For instance, last week someone on campus downloaded forty articles within 23 minutes, which threatens our license with the publisher. If a professor needs to make an article available to an entire class, he or she should put the article in electronic reserves, so that students are not required to access the publisher’s database each time to read the article.