Libraries Committee Minutes for the Meeting of January 19, 2005

Joyner Library Room 2304 @ 3 pm

Marianna Walker presiding.

Regular members in attendance: Salman Abdulali, Kevin Gross, Susan DelVecchio, Thomas Douglass, Michael Duffy, Marianna Walker, James Wirth

Ex-Officio Members in attendance: Dorothy Spencer, Dori Finley, Henry Ferrell

Also in attendance: John Lawrence

1.) Minutes of the Oct. 20, 2004 meeting were approved.

Old Business:

2.) Continued discussion of Libqual Survey led by John Lawrence.
General findings: Undergrad students appear to be pleased with library service and facilities. Grad students and faculty appear less than pleased with library service and facilities.

3.) Conclusions of discussion:
Follow-up is needed to identify specific areas of improvement through the use of independent focus groups/consultants. Spencer suggested a focus group to identify the library/patron disconnect: “There is difference between evaluating services and defining needs.” That is, the patron may not know exactly what it is they want from library service.

Walker queried whether Libqual differentiated between the virtual library and the physical library. Lawrence suggested that’s why undergrads who are more at ease with the cyber world have a more positive response because it did include both the physical and virtual realities of the library.

Douglass asked when would this follow-up begin and
Lawrence responded that it would be Fall 2005 most likely, spring most desirably.

Gross observed that most of the respondents to the survey came from one discipline and that, in fact, may not adequately represent a reasonable qualitative response for the entire university. Douglass suggested that for a more complete representation in the next qualitative study that the survey be conducted in the first few minutes of departmental meetings introduced and conducted by library liaisons.

Wirth queried: “Is there an A & I system in place for faculty and students to ask the right questions?” Lawerence pointed out that the Virtual reference system does analyze the kinds of queries coming through Virtual Reference.

Overall,
Lawrence observed that the results of the Libqual survey reflect what the library expected to find. Generally, faculty are not aware of the services presently provided by the library. As a result, the library has been working toward making the faculty aware of collection development, and what is currently held, and updating the library web page so this information can be readily accessed.
New Business

3.) Abdulali suggested that the library email all departments and faculty about the new electronic resources available through LAUPUS and Joyner Libraries. Some discussion followed about methods of dissemination already in place that seem, to be ineffective, i.e. liaisons. The LAUPUS newsletter already provides this dissemination function and some departments are well informed, but not all.

4.) Abdulali moved that Joyner Library send an immediate email to all departments and faculty informing them of the advent of Blackwell, Springer and Wylie resources, among others, that are now available through the Joyner Virtual Library. Douglass seconded the motion and the motion passed unanimously. Walker agreed to follow-up on taking that action.

5.) Spencer introduced the problem of linking electronic resources on the library web page to make access more transparent and suggested a single individual be given the oversight of linking these new resources. Wirth suggested the whole system be Googlized as another way of indexing the entire electronic library.

6.) Henry Ferrell made the committee aware of a reapportionment of funds from the library account to Academic Affairs. An amount of ½ million dollars has been withdrawn from the library budget. The reasons why this has been done were not known to committee members. As a result of this lack of information, Ferrell moved that an immediate accounting of this action be made known to the committee, since it is the committee’s charge to be an advocate for library affairs. The query is to be made to Dr. Varner who was not present at the meeting. Dori Finley seconded the motion and the motion passed. Walker agreed to follow-up on taking that action.

7.) Walker suggested that the new business of setting an agenda for the coming year be solicited through e-mail for consideration at the next meeting, February 16, 2005.

The meeting was adjourned at 4:10.

Respectfully submitted,

Thomas Douglass