RESEARCH LIBRARY COUNCIL

Minutes of the March 6, 2015 Meeting
Room 2601
Du Bois Library

Present: Billings, Degenhardt, Hayes, Kalmakis, Kinney, May, Muriel, Ogilvie, Russotto, Schafer, Schmidt, Shimpach

Absent: Cable, Dougherty, Elsden, Ganz, Maloy, Morales, Rothstein, Schweik

Guests: Button, Connare, Lewellen, Sin, Warner

A. Comments of the Chair – Arthur Kinney

Prof. Kinney remarked that there used to be five bookstores in Amherst. Now the one remaining bookstore, Amherst Books, is in trouble, as is Barnes & Noble. Prof. Kinney said the next generation might not know what it means to go to a bookstore.

B. Approval of the February 6, 2015 minutes

There was a motion to approve the minutes, which was moved and seconded. The minutes were approved unanimously.

C. Comments of the Director of Libraries – Jay Schafer

Last week the Library housed an event with MassPIRG, a student group, supporting the open education movement. The Library has been active in the open educational resource effort to create textbook solutions that are less expensive for students. However, the Library is not responsible for selecting Amazon or making changes in bookstores. Mr. Schafer is very sympathetic with Prof. Kinney’s comments about bookstores being an endangered species, but at the same time the Library has to think about students and textbook affordability. A science textbook can cost between $150-200.

The location for the Five College Annex was announced. It will be on North Maple Street between Route 9 and Rocky Hill Road. Construction will hopefully begin in June or July and be completed by spring or summer 2016. It will take nine months to construct. Mr. Schafer was asked if this will just be a place with a shuttle for books or if people can visit. Mr. Schafer said that there will be a reading room and there has been some discussion of having a book drop there. There will be 2-3 staff at that facility. It is not clear yet how the staff will be divided between the Depository and the Annex. Amherst College owns the Depository and Five Colleges Inc. owns the Annex.

The events held around the Du Bois Birthday Celebration were very successful. David Levering Lewis, a two-time Pulitzer Prize winner, spoke. The Library has added his papers to the collection in SCUA.

Mr. Schafer said that he hopes everyone has filled out the LibQual survey. There is a hiring freeze for non-faculty positions, which the Provost is strictly enforcing. The Library has four positions in process: a half-time Learning Commons Desk Supervisor, a Special Collections and University Archives manuscripts position, the Head of Information Resources Management, and a two- or three-year term position for an Open Education librarian. The Provost has approved filling the Learning Commons position because even if there were budget cuts the hours in the Learning Commons would not be cut and right now the Library is paying other staff members overtime.

D. Comments of RLC Members

There were no comments from RLC members.

E. MINES Project – Rachel Lewellen

The MINES (Measuring the Impact of Networked Electronic Services) survey analyzes how the Library’s electronic services are being used. The Library started this survey in July 2013 and it is ongoing, so there is almost two years of survey data. One out of every 140 users receives the survey. The Library also used this survey in 2008 and 2009, which was very useful because it illustrated how much e-resources are being used in invisible ways. In FY09, 46% overall used resources off campus; in FY14, this had increased to 63%. The results show time patterns,
which resources are being used, the volume of use, and why the resources are being used. The Library is working on further analysis of the data, which will classify resources by type.

A campus NetID is required to use any of these resources and get into the campus proxy. Public users can come to the campus and use them, but they can’t access them from off campus, except for some resources such as government publications. Once students graduate they lose their campus email which is their NetID for accessing library resources. Ms. Schmidt said she would like free access for public users, but this isn’t possible due to licensing. With cross-matriculation at the Five Colleges, students from the other four colleges can access UMass library resources, but they have to be enrolled in a course here. The Five College libraries have been trying to have blanket resources among the most heavily used ones. With databases, normally there is perpetual access to resources the Library has paid for, but the question is how to access those backfiles. The Library uses the LOCKSS system to keep things safe and preserve them. Ms. Schmidt said she always tells students the following four things: go to the Library website first, use a citation manager, register for Interlibrary Loan, and never pay for your research—the libraries will find it for you if they can. She said that people love Interlibrary Loan and we have a great track record.

F. Plans for 6th Floor – Jay Schafer

With the relocation of the services in Bartlett, there is no room for the Image Collection Library to be put in the new South College expansion, so the Image Collection Library will be moving to the Du Bois Library in either summer 2015 or summer 2016. It was decided the 6th floor is the most appropriate space. Two or three years ago the music and media collection was opened on the 6th floor where the old government documents processing office was. The 6th floor will be rearranged, moving the music and media collection around the floor and putting the Image Collection Library in the southeast corner. Currently there are a lot of law materials on the 6th floor; this collection will be assessed to determine which materials are used and the little-used material will go to the Annex, or to temporary housing if the Annex is not yet completed. Mr. Schafer said the Library is glad have the Image Collection Library back in this building.


Since 2004, the Library has used a three-year plan. The decision was made to try and bring the plan into alignment with the campus strategic-planning efforts. The 2015-2017 Three-Year Plan draft was composed by the Library’s Senior Management Group Executive Committee. It was then presented to Senior Management Group and Staff Council, before coming to RLC for review and comment.

Comments from RLC members:

• The plan is well-aligned with the campus plan. The challenge for the Library is to define in a library-centered, positive way what the Library is not doing.
• As technology changes, things change from year to year.
• Is this a plan for the Library or the library building?
• There is the collection, the building, and personnel—three different periods of planning.
• How does the Library decide what to purchase in the books on demand program? (Ms. Button said the material has to be published within the last 2-3 years, be scholarly in nature, and be under a certain price threshold. The Library has found that requested items have an audience far beyond the person who requested them. Mr. Schafer said Interlibrary Loan requests used to go to Interlibrary Loan and they decided whether to purchase or borrow. They had a tendency not to purchase, so now workflow is such that the request goes to Access Services first and they decide whether to order it. Ms. Button said the other recent change is that up until last year the Library only purchased English versions and now foreign language imprints are included. Ms. Lewellen said this comes from the “data-informed” part of the plan by identifying the resources people use.)
• Is there one particular library that is seen as a leader? (Mr. Schafer said it’s usually not the places with money; it’s the institutions that are challenged financially that are more innovative. The leader varies as to what specialty is being talked about. He thinks North Carolina State is the most innovative in library facilities. For scholarly communications, UMass Amherst is up there, along with the University of Kansas and the University of Minnesota. For collection offerings, UMass Amherst is also a leader. The Five Colleges are a leading consortium because of their efforts to be user-focused and eliminate duplication. Prof. Kinney asked how the Five Colleges decide who gets which collection. Mr. Schafer said each college decides which collections they’re going to purchase but there is a committee that meets monthly that decides how to make available common access. Print collections are still decided
college by college with each library responding to faculty request and needs. Out of the 2009 recession came the efforts to provide a broad spectrum of material and minimize duplication.)

- Prof. Kinney asked if Development is proactive or reactive in raising money. (The Library is reactive to new trends, technology, and campus initiatives. And, the Library is proactive in fundraising. The Dinner with Friends will be held on March 28 and the beneficiary of the event is the Innovation Fund, which is helping to build the services in the Digital Media Lab, especially those related to 3D printing. The 3D printers are networked and there was a workshop with over 20 faculty from 15 disciplines. This service will be rolled out quietly to make sure the Library is offering the support faculty and students need. There is tremendous excitement about this among the faculty. The UMass Amherst libraries are leading the way in this effort at such a scale; most libraries just have one or two 3D printers, while the Digital Media Lab has fifty.)

- Who is the intended recipient of the Three-Year Plan? (Mr. Schafer said the major audience is Library staff. The plan is the guidepost for what the Library is trying to accomplish internally.)

- The plan seems to be a mix of a mission statement and a current update. It is low on any “plan.” (Mr. Schafer said it is difficult to create a three-year document in such a quick-changing environment. The Library is trying to lay out a roadmap and be proactive about initiating trends.)

H. Lobby Redesign – Jay Schafer

Mr. Schafer gave a presentation on the lobby renovation project. The Library is working with Campus Planning and architectural firm Perry Dean Rogers to come up with a new plan for the lobby. The goals of this project are to deal with movement conflicts in the elevator lobby caused by café pedestrian traffic, make library support stations more user friendly, redistribute underutilized space, and deal with weather issues.

The two options presented are:

**Option #1:** This is the low-cost option, which includes:

- A wall between the elevator lobby and the café so the elevator lobby is only used for that purpose.
  Traffic to the café will be directed to one side or another and the fire command center will be moved.
- One unified service desk
- The self-checkout station moved so it is located along a wall.
- Air curtains to prevent cold air flowing into the lobby
- Feature wall with technology

**Option #2** is more extensive and expensive. It will have the same items as Option #1, but also includes:

- Extending the vestibule out to the planter, with sliding doors on the east and west sides
- Moving the existing secondary door away from the columns
- The glass curtain wall moved out to be between the brick pillars. This will provide more space for café seating and add an interesting visual impact.

The Library is in discussions with Auxiliary Services and the campus about how to fund this renovation, and hopes to be able to move forward with the project summer 2016.