RESEARCH LIBRARY COUNCIL

Minutes of the April 10, 2015 Meeting
Room 2601
Du Bois Library

Present: Degenhardt, Kinney, Morales, Ogilvie, Russotto, Schafer, Shimpach

Absent: Billings, Cable, Dougherty, Elsden, Ganz, Hayes, Kalmakis, Maloy, May, Muriel, Rothstein, Schmidt, Schweik

Guests: Antill, Atwood, Button, Connare, Lewellen, Sin, Walls, Warner

A. Comments of the Chair – Arthur Kinney
   Prof. Kinney said the Dinner with Friends held on March 28th was a wonderful event with a larger turnout than usual and good entertainment.

B. Approval of the March 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
   Mr. Schafer thanked Prof. Kinney for attending the Dinner with Friends. It was a very successful event. The Five College Library Annex plans are moving forward. It is taking longer to get the permitting because of the wetlands and ecological issues around the toads. The groundbreaking is anticipated to be in July or August, with construction completed in June 2016.
   The UMass Press is interviewing candidates for the position of Executive Editor. Mr. Schafer has been attending the interviews.
   University Counsel has expressed concerns about the proposed Open Access Policy and whether it conflicts with the Board of Trustees’ intellectual property policy. The plan is for the policy to be endorsed by the Research Library Council and the Research Council, then discussing it with faculty before going to the Faculty Senate. There is not enough time remaining to accomplish this during the current academic year so it will be carried on to next academic year.
   The Falcon Cam was set up a week ago Friday. On Saturday and Sunday a new falcon couple was there and on Monday there was an egg. On Tuesday, the parents left. Experts say it may be too cold. Hopefully this couple will come back when it’s warmer. An article about the falcons was on the front page of the Daily Hampshire Gazette.

D. Comments of RLC Members
   There were no comments from RLC members.

E. 3D Printing – Jeanne Antill
   The Makerbot Innovation Center, the 3D printing center in the Digital Media Lab on the 3rd floor of the Du Bois Library, was created in partnership with Makerbot. The installation took place in January. There was a small staff training provided by Makerbot followed by a month or two during which the Digital Media Lab staff experimented with the printers. Workshops for faculty were held in February and each class was filled. The next step is to work on a fee-based service, with the hope of having this ready by the fall. Small items will cost between $2 and $5. There are many sites, such as Thingiverse (a Makerbot-sponsored site) where files can be downloaded to use with the 3D printers. Ms. Antill invites anyone with questions about the Innovation Center to contact her, or to stop by the 3rd floor any day after noon for a tour.

F. ORCID – Thea Atwood
   ORCID (Open Researcher and Contributor ID) is a unique alphanumerical code tied to a researcher, which puts their work under one umbrella. ORCIDs are not just for publications; they can tie other research artifacts to them. This is a fairly new system; identifiers were first assigned in 2012. When a researcher submits their ID during
a grant submission process, it facilitates pulling in their other work and helps to reduce PI burden. ORCID is independent of any institution and is free.

Mr. Schafer asked if vendors can make mailing lists using ORCIDs. Ms. Atwood says they cannot, because a researcher’s email address is not attached to their ID and their information can be locked down so that everything is private. The only thing you can’t make private is the ID number itself.

Mr. Schafer commented that ORCID is doing what librarians have been doing for years—trying to make sure the right books are assigned to the right authors.

Ms. Atwood is available to meet with anyone interested in registering for an ORCID in order to walk them through the process.

Data Management Plans – Thea Atwood
UMass is partnering with DMPTool, a web-based guidance tool to walk people through writing a data management plan. DMPTool includes funder guidance, a library of public data management plans, and data management resources. Users log in with their NetID and password, then set up a profile (which includes a spot for a user’s ORCID) and notification preferences. The website has a list of funders who have a data management plan requirement and this list is kept updated. Links on the website include UMass-specific guidance. Mr. Schafer asked who the funding agency is behind DMPTool. Ms. Atwood said the California Digital Library is the organizing library behind DMPTool, and the Alfred P. Sloan Foundation and other organizations have provided funding.

G. LibQual Results – Rachel Lewellen
The Library conducted the LibQual survey in 2004, 2007, 2011, and 2015 to find out users’ desired, minimum and perceived level of service. Ms. Lewellen presented the preliminary results for 2015, but more analysis will be done, including reviewing the more than 500 comments from survey participants.

The ratings of overall quality of service, how users are being treated, and how the Library helps with staying abreast of developments in fields of interest have all improved from 2004 to 2015.

The desired services that ranked highest varied by user group (faculty, undergraduate, graduate, and library staff). For faculty, collection-related items were at the top. There isn’t one item that is in the top five for all user groups, but the item most likely to appear at the top of the list is the Library website and users’ being able to locate information on their own. Items such as printed materials are going down on the desired list.

Graduate students have expressed some library space concerns. Mr. Schafer said he has heard consistently about graduate students wanting better space in the Library.

Three local questions were included on the survey:

- What would users like more library support for? (Graduate students were interested in more library support for developing affordable course material. Mr. Schafer commented that he wondered if graduate students were thinking about costs for themselves or for the students they are teaching.)
- What is their academic book format preference? (Undergraduates were more comfortable with ebooks. Users overall preferred print.)
- Are they comfortable asking for help? (Faculty were more comfortable asking for help than students.)

An RLC member commented that it would be interesting to see a breakdown of survey results by discipline. Ms. Lewellen said she does have that information.

Mr. Schafer said that one of the survey results that baffles him is the apparent difficulty all groups, especially faculty, have in getting access to the Library’s electronic resources outside of the Library. He asked RLC for any thoughts on how to better negotiate that. It was suggested that many people may bookmark things on a laptop while on campus, then try to access the bookmarks off campus and get frustrated.

H. Library Website – Ian Walls
Mr. Schafer said that since he has been director the Library has been through three different websites and is going to the fourth to try to improve how the Library is introduced to users via the Internet.

Mr. Walls presented a preview of the new Library website, which currently exists as a full working draft site on a test server. He worked with the Web Coordinating Council and Web Working Group to come up with the following guiding principles:

- Accessible
- Consistent
- Embeddable (i.e., ability to take our content and put it into other places, like the mobile portal that campus IT has put out)
• Mobile First
• Sustainable
• User-Centered

The approach is:
• Continuous Improvement
• Perpetual Beta
• Always Listening for Feedback
• Data-Driven Decisions
• Scientific Experimentation

The new website is very different graphically. It uses the icon pack that the University at large has picked. Site navigation is being adjusted based on LibQual 2011 feedback. The main page will include the following sections: Services, Locations, Collections, People, About Us, and News & Events. Based on data from Google Analytics, the following sections receive a lot of traffic and will therefore be featured on the main page: My Accounts, Ask Us, Course Reserves, and Start Your Research. Also on the main page are the main search clients and library hours. A searchable database of library employees with their contact information is included in the website.

May 13, 2015, is the intended “go live” date for the new website.

A form to provide feedback on the new website can be found under “site contact.” Name and email are optional on the form.