

Spring Semester University Libraries All Staff Meeting

January 17, 2018

1:00 p.m. – 2:30 p.m.

114A Ellis Library

All Staff Meeting Agenda

- Greeting & Announcements – Ann Campion Riley, Vice Provost of Libraries and University Librarian
- Staff updates – Sheryl Cullina, Senior Human Resources Manager
- Vice Provost report
- Ithaka update – Jeannette Pierce, Associate University Librarian for Research, Access and Instructional Services
- Facilities projects update – Kathy Peters, Fiscal Officer and Co-Building Coordinator
- LTS update – Ernest Shaw, Information Technology Manager
- Trespass information & Security – Pat Jones, Head of Security
- Questions and answers
- Closing remarks – Deb Ward, Associate University Librarian for Specialized Libraries and Director of the Health Sciences Libraries

Staff Updates – (Sheryl)

- Sheryl announced new members since the last All Staff Meeting as well as new hires, reclassifications and promotions.
- Searches
 - SPEC
 - National Library of Medicine grant position
 - Engineering Librarian

Plans and projects (Ann)

- Budget overview
 - Anticipate State funds to be slightly less than what we received this year.
 - It has also been projected that we will have a flat or 10-15% cut.
- Strategic planning
 - MU has embarked on a Campus Strategic Plan.
 - LMT will work on the Libraries contribution to this plan.
- Special Collections new hire
 - University often hires spouses of newly employed tenure track faculty. We have the opportunity to hire a Special Collections position in this way, which will be initially funded by the Provost.
- Microfilm
 - Center for Research Libraries will hold, digitize and maintain access.

Plans and projects (Ann) Continued

- System project – Work activity analysis
 - Staff will be getting email surveys from UM System asking what percent of their time they spend on certain tasks.
 - There is a belief that money can be saved by consolidating processes. Ann does not expect the Libraries to be affected much by the results.
- UMLD
 - Ann is discussing with Provost Staff and Chancellor's Cabinet members about the depository and how it functions.
- Library renovations and SHS space
 - Library renovations beginning in spring 2020 will make use of the current State Historical Society area.
- UM library deans and directors now named UM Library Council.
 - President Choi will join the next telepresence meeting.

Ithaca S&R Surveys Fall 2017

Survey Team: Shannon Cary, Gwen Gray, Jeannette Pierce, Caryn Scoville

Survey Demographics – Online Coursework

Online Coursework	Graduate & Professional Students
Degree does not require online coursework	32%
Degree requires both online and on-campus coursework	37%
Degree is 100% online	31%

Faculty Perspectives

Discovery – where they start research

Where they start...	Faculty
General purpose search engine on the Internet/WWW	35%
Specific electronic resource/database	37%
Library website or catalog	24%

Role of Library

- Percentage choosing "Very important" for following roles:
 - 91% - pay for resources needed
 - 74% - help undergraduates develop their research skills
 - 69% - archive, preserve, & maintain resources

Access to Collections

- 55% - library should still have hard-copy books
- 56% - approve of discarding print journal *collections* and replacing with e-versions
- 79% - comfortable with an e-subscription replacing a print one

Research Practices – Data Management

- Alternatives to self-management
 - 51% - would find this to be a valuable library service
 - 53% - said freely available software would be the most valuable

Research Dissemination – Open Access

- 67% - published in at least one Open Access peer-reviewed journal or conference proceedings
- Additional Open Access venues used:
 - MOspace – 23%
 - Open Access disciplinary repository – 49%
 - Elsewhere online – 58%

Comments from Faculty

“It is critical that MU, the UM System, Board of Curators and Missouri legislature understand the vital need to support the university libraries... Libraries and librarians matter. They help us all--faculty, students, staff, alumni, citizens of Missouri-- in so many ways.”

Associate Professor, Journalism

“I think the University library is the most important resource for my research. Although I agree print versions are passé, I believe we should keep print versions that have not been converted digitally. I also believe that the University library should be provided enough resources to increase subscriptions to all or the overwhelming majority of peer-reviewed research journals.”

Full Professor, Biomedical Sciences

“The student instruction sessions the library offers are invaluable to me as a teacher. I take my students to the library every semester for library instruction sessions and I greatly appreciate having a liaison librarian working directly with my classes.”

Other, English

“Libraries are vital to the success of our university community. They deserve significantly increased funding. It takes generations to create an excellent research library, but only years to destroy it.”

Full Professor, Ancient Mediterranean Studies

Graduate & Professional Student Perspectives

Discovery – where they start research

Where they start...	Graduate & Professional Student
General search engine (Google or Yahoo)	22%
Academic search engine (Google Scholar or JSTOR)	40%
Library's website	29%

Role of Library

- “Very or extremely useful” roles
 - 93% - pay for resources needed for coursework or research projects
 - 82% - store, organize, and keep track of library resources
 - 70% - provide assistance or guidance in finding sources

Use of Collections

Type of item	Sometimes or regularly used
Video, audio, multi-media	64%
Data or datasets	61%
News or magazine articles	50%
Unpublished works or manuscripts	28%
Historical documents or records (includes rare books)	22%

Interaction with Library Staff

- 81% - at least once or twice a year
- 4% - more than twice a week
- 19% - never have

Comments from Graduate/Professional Students

“The Libraries are managed very well, the long opening hours are very useful for graduate students who want to have a quiet place to study.”

School of Natural Resources

“As a distance learner the Course e-Reserves, Ask a librarian, and online search options are amazing! The website is very helpful, easy to navigate, and user friendly.”

Educational Leadership & Policy Analysis

“Mizzou NEEDS to put more money and effort into the library... I’ve found that the library allows me to access necessary articles from a wide host of scientific journals. If I am not able to do that in the future my research will be heavily impeded.”

Biological Science

“I have found the librarians very useful at finding data resources for projects I have worked on. Additionally, when I am trying to find an article that Mizzou doesn't seem to have in its databases, the turnaround time is often only one day to have a copy ordered from another institution. That has helped speed up my research.”

Business

“The library staff do an amazing job with their limited resources but they deserve to have a higher level of support to do their jobs.”

English

Next Steps & Opportunities

- Share summary analysis and aggregated results with library staff and campus community
- Categorize comments
- Further analyze results

Projects and Facilities Update (Kathy)

- Doughty Birds Collection
 - Photos have been submitted to Surplus.
 - Surplus is searching for a suitable auction house or online auction site.
- Ellis Signage Project
 - Patch and paint work has begun.
 - The Sign Committee is finalizing sign wording and locations with Campus Design.
 - Signs will be moved and/or replaced as quickly as possible.
 - The downstairs hallway is getting an update in preparation for new posters. Stay tuned for more information.

Projects and Facilities Update (cont.)

- Panic Buttons, Cameras, and Lights
 - Panic buttons were installed in Aug. Security encourages use of the buttons for any emergency situation. Questions? Please contact Pat Jones, Security.
 - Reminder: call Ellis Security at 882-2053 for emergencies. The number is posted on all Ellis phones.
 - Outdoor cameras were installed during Thanksgiving Break. The project will be complete as soon as a few technical fixes are implemented.
 - Necessary upgrades to existing camera equipment were identified during the project. The vendor quote has been approved. Work will be scheduled as quickly as possible.
 - Areas for improved outdoor lighting have been identified: bike racks, NE sidewalk, and State Historical Society sidewalk. Campus Design is researching lighting options. Improvements are tentatively scheduled for Spring Break 2018.

Projects and Facilities Update (cont.)

○ Shelving Safety Improvements

- Several years ago, a series of overhead braces were added to improve shelving safety.
- For various reasons, the projects was not completed for all stacks in Ellis Library.
- Thanks to the Student Services Enhancement Fee (SSEF), this project will be completed during Summer 2018. A small-scale test will be completed during Spring Break 2018 to:
 - Reinforce 3 sets of stacks in 3 East with the greatest safety concerns.
 - Prepare the stacks for the next big shelving shift.
 - Help determine workflow and personnel needs for the full-scale project.

○ Golf Cart

- The Libraries has purchased a golf cart with Development funds for donor-related purposes. Questions? Contact Sheila Voss, who will be responsible for the golf cart master calendar.

Projects and Facilities Update (cont.)

- Room 114 Updates will be scheduled in 2 phases: Phase 1 Spring Break 2018 and Phase 2 Summer Intersession 2018.
 - Funding will come from the Student Services Enhancement Fees.
 - The University Libraries Student Advisory Committee (ULSAC) has been actively involved with this project. Providing feedback on how the students want to use the room and what furniture and electric concerns will best meet their needs.
 - The Library is working with Campus Design to finalize the Phase 1 details. Phase 1 will focus on a variety of seating options and minor electric improvements. ULSAC will quickly gather feedback from students to focus Phase 2 efforts.
 - Phase 2 will include seating and electricity changes based on feedback from ULSAC.

Projects and Facilities Update (cont.)

- HSL 2nd Floor Renovation
 - The renovations for HSL Room 207 are nearing completion. The final table should arrive in late Jan.
- HSL Main Door:
 - Recently, a request was submitted to improve ADA accessibility through the HSL main door.
 - Deb Ward consulted with Amber Cheek, Dir of Accessibility & ADA. Result: Amber confirmed that the door meets current ADA standards, but recommended adding an automated opener.
 - Design Services advised that the all-glass entrance must be re-designed with new door frames in order to add electricity. Current budget is not available. Deb is researching funding options from various campus organizations, including SFCIC.

Projects and Facilities Update (cont.)

○ Special Collections Renovations

- Room 401 is being rearranged this break to add more floor space for student services.
- Room 406 will become the Special Collections classroom and will include exhibit space.
- Room 401 will be renovated to add more individual research space and increased services.
- Campus Design is working on conceptual drawings for both rooms, as well as compiling a budget for many desired improvements to the Special Collections area on the 4th Floor.
- The renovations to Rooms 406 and 401 are tentatively scheduled to begin Summer 2018.
- The project scope depends on funding availability. Fundraising will begin with Giving Day 2018.

Projects and Facilities Update (cont.)

- Copy Machines
 - It is time to replace aging copy machines.
 - Monthly maintenance costs will be lower. In addition, new machines have more features that will allow retirement other printers and equipment.
 - The Archives, East Reference, and Administration machines will be given top priority in this cycle.
 - The Archives copy machine has arrived. It provides faster, more efficient, scanning for patrons.
 - The East Reference proposal will provide a networked all-in-one station with improved features for better instructional materials.
 - The Administrative Office will meet soon to discuss their needs.

Projects and Facilities Update (cont.)

○ Ellis Library Door Controls

- During Thanksgiving Break, new ID card readers were installed in Ellis Library. The door control system was transferred from Topaz, a stand-alone system, to the Campus Door Control system maintained by Energy Management.
- The North and West doors are emergency exits. It is not necessary to swipe ID cards to exit.
 - To exit through the North door, use the crash bar on the right-hand door.
 - To exit through the West door, use the ADA controls or hit the paddle twice on the right-hand door.
 - Do NOT leave until the door locks behind you if you leave after hours.
- After hours, report unlocked doors to MUPD at 882-7201.

LTS update (Ernest)

- University Supported Software problems are encouraged to be reported to the Help Desk.
- Remedy IT Tracking System used by UM System will be replaced with Sharewell Service Management in the next few months.
- Staff Desktop replacement schedule gives priority to those who are currently experiencing problems and to those with the very oldest computers.

Trespass information and Security (PJ)

- Trespass – when someone who behaves improperly and is thus prohibited from entering the Libraries. Some trespasses are egregious enough to trespass from the entire campus. All library staff will be sent an email when a trespass is initiated. Trespass information will include photo, what library services will be prohibited, date of trespass and expiration date. Protocol when a trespassed person is spotted to contact MUPD if you are in a specialized library and Security if in Ellis.
- Staff restroom security will be increased by installing a pin pad lock.

Questions and Answers

Questions for Pat

- It was suggested that we may want to initiate a secure link to our website with information about trespasses.
- It was suggested that an additional email be sent when the trespass expires with the information that the person is now allowed to enter the Libraries.
- How do we know what streets are considered campus vs. city and therefore subject to the no smoking policy.
 - It is encouraged to speak with individuals who are smoking and let them know that this is a no smoking campus.
- Would the cameras help us identify the smoking perpetrator?
 - At this time we don't have facial recognition technology to identify smokers.

Questions for Ann

- What kind of structures are in place to release our Microfilm, as we do with sending old campus furniture to surplus.
 - CRL has a document that we will send to our legal office.
- Will they keep everything that is not duplicated?
 - Yes, we have a firm agreement with CRL to this point.
- Could anyone who does not have MU status have access to CRL?
 - At this time we haven't discussed access for the Columbia community, but will consider that piece as we move forward.

Questions for Jeannette

- Will we get a link to Ithaca Survey?
 - Yes, we plan to have it linked to our website and fully detailed.

Questions for Ernest

- Are we being encouraged to stop calling LTS for help with things like Word?
 - In short, yes, IT receives many inquiries and the Help desk will aid in organizing these requests.
- Who does public service areas call with problems with their computers?
 - Site desk help can assist. The help desk may refer you to the site desk.

Grace Atkins shout out

- Ann mentioned that the University Libraries Student Advisory Council visited the research triangle in North Carolina.
 - The students wrote up a vision report that Grace is eager to share with the Libraries.

Black History Month Trivia

- Trivia will be held at the Columbia Public Library this year.
- We do have corporate sponsors this year.

Closing Remarks (Deb)

- Library Open House: Digital Media Lab, Ellis 156
- Staff Advisory Group February 6, 2018, 10:00 am – 11:30am, Ellis 114A

- ★ Special thank you to MULSA for providing refreshments.
- Next All Staff Meeting – Tentatively August 16, 2018 2:00 p.m. – 3:30 p.m., Ellis Auditorium