

University Libraries Weekly Town Hall May 13, 2020

Attendees: 85 University Libraries staff members attended through Zoom

Deb Ward said it was good to see everyone. She and Kathy have a budget meeting with the provost Friday afternoon, and the Library Committee will also meet Friday afternoon. There may be news coming out of that. She is working on a PowerPoint report for the two meetings and will share it afterwards. She will also use it when she creates the end of year message for campus.

LMT and some of the department heads have been working together to create a plan for returning to campus for those workers who really need to be in the libraries in order to get the work of the Libraries accomplished, while other staff continue working from home. The plan is almost finished, and in the next few days, Deb will submit it for approval. Once approved, we will communicate it to everyone and begin to implement it. If the COVID 19 case load in Columbia changes, we have to be ready to step it back, so as always, this is a work in progress one step at a time.

Deb knows users are asking when we will provide specific services. We hope to implement Scan and Deliver in cooperation with ILL on June 1, and be able to implement curb-side pick-up in July. This is all pending approval. If anyone asks, tell them our plan. We intend to keep the libraries closed to users as long as we are in online instruction mode only.

The Space Planning Committee meeting that was scheduled for this afternoon has been canceled, since we have all been focusing on other issues. We have another meeting scheduled in two weeks.

Deb said that there is some very exciting news from Matt Gaunt, who is in the process of wrapping up the Capital Campaign that began a number of years ago. Deb said she was invited to a meeting a few weeks ago where Tom Hiles presented overall information about campus-wide development that resulted from the overall campus campaign. It was all very positive, and while Tom might not have talked specifically about the libraries, we all know that the work Matt has done has been critical. Deb said, regarding the Libraries campaign efforts, that Matt exceeded his goal of ten million dollars. In addition, we have had an unexpected gift that is the result of some excellent work by one of the librarians, now retired. A number of years ago, Dr. Cunningham in the History department established a wonderful working relationship with one of our librarians, Anne Edwards. The result is a new gift of over \$3M. Deb asked Matt to talk about the gift and give an update on the capital campaign.

Matt Gaunt explained that what he does for the library really is to leverage the work of librarians and staff. Patrons do not give to the library based on what he does, but rather on what the library staff do and the patrons' relationship with them. He said he hears stories about the wonderful circulation staff from one of the benefactors. Last fall he found out that Noble Cunningham had \$10K in his estate for the libraries. Noble passed in 2007 and his wife just passed last spring and the estate was going through the final phases. It would be at least \$10K. Then Matt was notified that Central Bank had contacted the Treasurer's office; Central Trust was expecting it to be over \$3M. He explained that he had looked at the record of donors that he keeps and, over the years, there had been good documentation for the establishment of the \$10K endowment but there was no documentation or even a hint that MU Libraries were in his estate; that was something Dr. Cunningham hadn't shared with anyone. Matt said he called Ann Edwards and told her first about the \$10K. Ann had remembered Noble and had some wonderful stories about their working relationship. Matt then surprised her with the news on the \$3M gift. It is exciting. Sometimes when we think our work isn't noticed, it is. He said everyone: keep being the kind, helpful and considerate self that you usually are, knowing that it will sometimes pay off. That gift put us

over in our capital campaign. At the time this happened, Matt had been thinking that it would be a stretch to put us at \$10M. Now we are at \$12,514,000 and we are still counting.

Matt explained that with some of our gifts, we know it is coming, we know the amount. With something like the Cunningham gift, it is put into an endowment and will pay out at about 4% a year which translates to about \$2300 a week. Our overall endowment is probably now over \$13M so that means that we have about \$500K each year that we can budget for. Giving is a long-term gain with relationships you build over a long time. It is possible that someone sitting in Deb's chair years from now, will see the result of work we are doing now. He said he would have been excited to report that we exceeded our goal by 25% but really, it is delightful to be able to put it in terms associated with a librarian.

Deb thanked Matt for his work and for everyone who is doing that groundwork for the future. It is good for everyone to see how important every working relationship is. We never know when it will result in something wonderful, whether it is a monetary gift or a new collaboration or project that will lead to something down the road. It is always about building relationships, creating good will and telling the story of what we do. Don't ever underestimate the power of what you're doing and its impact.

Matt said he just saw a comment in the chat box from Tammy that Noble had been a big ILL user. It reminded him of another wonderful story of an endowment that was a direct result of help the benefactor received from the interlibrary loan department. It is just another example of things we do every day to serve our faculty and students paying off in really wonderful ways. He posted in the chat box that Dr. Cunningham's gift was directed to his NEH-linked endowment, 65% for collections and access to collections, and 35% for preservation.

Shannon Cary said information about our Celebration of Service will go out next week. The recipient this year of ULSAC's Outstanding Library Advocacy Award is Denice Adkins who is on the Library Committee, a professor in SISLT, and a big library advocate. There is also a new award from the Libraries and it was awarded to Mathew Swan. Matt chaired USLAC this year, has been on the two trips to visit other libraries and has been active in MSA. He is a graduating senior and received the Visionary Leadership Award from the Libraries. Both he and Denice received letters and plaques. Deb said she was glad that we could make all this public today and said they will talk about it on Friday with the Library Committee, hopefully making a fuss because Denice has been serving as chair of the Library Committee and has been so capable in that role. She not only serves there but is also a member of the Collections Steering Committee. Deb said it is so critical for the Collections Steering Committee to have that faculty perspective, particularly from someone who understand the landscape of libraries and the challenge of collections development as much as Denice does. Deb said that Matthew Swan is a student who has hung in with us for several years now and has done so much in promoting good will among students. She hopes we continue to have such wonderful people who talk about libraries.

Kathy Peters said that there is little she can add since last week. We are still making progress getting assignments out to our fulltime staff and still working on how to get people into the buildings. As far as our budget, the plan is to hang back as much as we can on the personnel side by changing some funding around, but it will be a balancing act for a couple of years. Academics will change, the landscape of the university will change - we need to see what is expected of the libraries. All of it has budget implications. After our round with the provost on Friday, we still have a lot of groups we need to talk with: Library council, student leadership, student fee, ULSAC group and others. Right now, we want to get things up and running for FY21 and then we'll see what the long-term changes will be. We won't know much until we have enrollment numbers and see what the coursework situation will be.

Work study is already looking at fall assignments but we can't guarantee what assignments we will have. That depends on how fast we can reopen campus. We are committed to keeping as many students as we can. If you have students looking for appointments for fall, please send their names to mulibraryhr@missouri.edu We are getting inquiries from the work study department for incoming freshmen who have committed to enrolling to MU in the fall. We will need to figure out where those placements could go but we also know some of our current work-study students want to continue.

Corrie Hutchinson was at another meeting so Deb said we won't be able to talk about how budget might look like regarding collections. Rachel Brekhus asked if there were any specifics on membership decisions since that had been mentioned in last week's town hall. Deb said that LMT has not met yet so she does not have any more information about memberships. We all know there will be cuts in collections and we will just have to make the best of it as we go forward.

Jeannette Peirce thanked Matt for calling out our services, saying it is good to know they make a difference. She said it was also good to hear about possible work study in the fall.

She said she has two graduating student assistants. Ravyn Jackson, from Access Services and with us five years, will graduate with a degree in public health and hopes to get a masters in that area. Zara Saiyed has been working in ILL lending for three years and will get a degree in pre-law and attend the Law School on a full scholarship.

Access services is eager to get back to providing services. She has her fingers crossed that the plans are approved and can move forward. Nav has been working on the staff website. Please send any comments/feedback to Nav at <https://libraryguides.missouri.edu/staff>. Jeannette encouraged everyone to make use of their time and watch videos. Today, she looked at a couple of the "what I like about the library" series, <https://libraryguides.missouri.edu/recordingsandtutorials/interviews>. Watch these if you want to feel good about our work. She saw one comment from a student that says he loves Discover@MU much better than Google Scholar.

There is a lot going on at Mizzou. Commencement is this Friday and there is all sorts of virtual events and fun things happening associated with that. One thing she said she noticed is that MU is providing a variety of content to use across various social platforms. There are also a lot of zoom backgrounds available. The university recently announced there will be 25 new online programs this fall. See <https://news.missouri.edu/2020/mizzou-continues-to-expand-online-degrees/> The library has been working with on line courses for years but it is important that we keep track and do more as we support on line academic programs. MU just announced a new course this summer open to all MU students. <https://news.missouri.edu/2020/mu-offering-online-covid-19-summer-course-to-students-of-all-majors/>. It is an interdisciplinary look at how Covid 19 is impacting society. This is a great idea to educate students from different academic units on what is happening around them.

Deb said it is no surprise that online is increasing but we need to think on what libraries need to do to support that increasing mode. We need to be creative and may have to shift personnel in that area. We need to be strategic in how we direct the energy of our staff to support what is going on.

Kate Anderson said that it has been a great meeting, especially the part about building relationships. She is so impressed with everyone working on maintaining and making new relationships in this new environment and wanted to give a shout out to the science libraries. In Engineering, this is a good time to build new relationships since the leadership has recently changed. Michelle and Mara just happened to be on one of the staff meetings and Mara gave some new info on eBook searches. Everyone wanted to hear more about this neat service so suddenly they were talking about libraries! It was a great way to start off with the new leadership. Stephen in Geology has been participating in some of the PhD dissertations. We

do not usually get a chance to do this but now in this new environment we are able to and we can be seen as part of the community. Yasuyo revamped the math subject lib guide based on usage. In Vet Med, Kate said she and Sue were not surprised when they had looked at the reference stats for April 2020 to see that stats were up 20% from last year. All in all, everyone is quite busy.

Chris Prvor said that HSL has four graduating seniors: Cheyenne Ellis, Megan Allen, Levi Dolan and David Merz. She wanted to echo Jeannette's comments on taking time to attend seminars and watch videos. This morning, Chris said she tuned in to the Amigos 2020 online conference where she heard a good presentation. She said the conference is free for anyone who wanted to take advantage of it. She said we are also posting events on the staff calendar so make sure everyone checks it out.

Diane Johnson said that while the new PubMed 2.0 has been running parallel in the background for some time, it will become the default on Monday. Also, she heard through MU Healthcare channels that they began letting SOM faculty back into their offices. There are certain entrances they have to use as well as having their temperature taken and showing their badges, but it is good news. Another piece of good news is Karen, Rachel and Tiara, finished the most recent faculty publication update and the top article is an open access article. That was so good to see. Diane said that as they looked at ILL stats, they could see that not having print access is affecting the bottom line in net lending/borrowing. She is looking forward to having UMLD staffed next week which should mitigate that somewhat.

Deb said she is appreciative of the faculty reports Diane sends her and she had read about faculty entrance into the buildings with great interest. It means something is beginning to happen in terms of letting people get in and making plans for fall and what bringing medical students back in might look like. Chris said that while they are allowing some people back into the building, they are not encouraging it. They still want as many people as possible to continue working from home. Deb said that is true on a campus level as well. There are many questions on how to keep people safe and still get the work done. It will be interesting to see how the campus plan for fall rolls out. She has been involved in some of those meetings and the questions abound: how do students change classes, how do we ensure we have enough space for social distancing, how much room do we need so students aren't sitting too close together in classroom, and on and on. It has been very interesting being a part of that.

Dorothy Carner said Sue was been working on syllabi for summer courses, as well as working on a virtual display of historic coverage of Spanish 1918 and Covid. Rachel Brekhus, in the chat box, said that Sue should consult with Amanda Sprochi, who has done a 1918-19 flu exhibit. Deb said she had the same thought; Amanda replied that she has not had time to get it online yet. Sue said she would check with Amanda when she is done with the syllabi.

Dorothy said they are working with the graduate office to get master projects up, as well as cataloging articles and getting them into MOSpace. Staff is also creating a lib guide of Covid 19 stories appearing in the Missouriian and Vox Magazine so staff and reporters will be able to check the archives. Dorothy and Sandy are cleaning up 27 interviews with various news organization they had done for the Mellon Grant and hope to get to the point it can be data mined.

Dorothy said they have two graduating seniors: Anna Moore who got an internship and is hoping it is still there. Sam Edinger will graduate with a digital storytelling degree and recently became the evening supervisor. He will be sticking around and will become part of our Mellon team to help with transcripts.

Sue and Dorothy are taking turns to get into the library to pick up a few things. Broadcast I and II students need tripods so we will check out tripods to the building coordinator to distribute. Dorothy said they have so much equipment and she is glad some of it is getting used during this time.

Dorothy gave a shout out to Matt Gaunt for getting them a library fund so they can create a new POYi digital archive. She said she just emailed everyone information on the Stronger than Fiction Festival. Graduating seniors and grad students in the documentary film program have to put out a documentary as part of their graduation requirements. The short films will be on line May 16-17, then they will be sent out to various festivals.

Ernest Shaw said he had hoped to have good news to share today but it is an HR related matter and he can't share it quite yet, but said good things are afoot in LTS. He did have some exciting news, though. Skype for Business is going away at the end of the month. The program has been maintained on a separate infrastructure in order to run it and is beyond end of life. Microsoft teams is the solution going forward. He said he knows there are a number of library staff that use skype so if you need help to migrate, please ask LTS. Everything in the IT world is moving rapidly with the introduction of Office 365, including Microsoft teams. Since 365 comes with One Drive we will not renew the Box contract, though we have not set an official end date. Everyone needs to start migrating from Box to One Drive. You should play around with working with it and do not make new plans to use Box moving forward. There were a few comments in the chat box:

- Christina Pryor: OneDrive is nice.
- Rachel Brekhus: How does One Drive differ from SharePoint? and will we migrate from SharePoint to One Drive?
- Ernest Shaw: I believe that one drive is the storage component behind all of the office365 online products. Rachel, have you been looking at the online version of SharePoint o365?
- Rachel Brekhus: I have not been looking at SharePoint but MULAC tends to use it a lot and I'd rather use Teams to store/share files. (Since I'm incoming MULAC chair)
- Ernest Shaw: I need to brush up on my o365 knowledge and terminology, but using teams for MULAC and most of the other things we have been using the old share point for should be fine.

PT Martin said she has one graduating senior: Carmel Braga. She's an Information Technology major with a Computer Science and Film minor and a Cybersecurity certificate. She graduates Magna Cum Laude with a Dean's Leadership certificate. Nav said there are two graduating seniors from his section: Trevor Hook, their web GS, and Veronika Bradley in e-learning. Deb said we can be proud of all of our graduates. We are happy to see them achieve success but sad to see them go. She asked if anyone had questions or announcements before ending the meeting.

Rachel said she had received an email about books being pulled out of e book subscription. She didn't really understand it and hadn't known we had a ProQuest e-book subscription. She wondered about e-books in Merlin and how to tell if they were individually purchased or part of one of the products that can just disappear. Deb did not have an answer and suggested Rachel email Corrie. Jennifer asked to be cc'ed on that and said she can send Rachel a list that we subscribe to from merlin.

Erin Powell reminded everyone that next week's Townhall won't be held at the normal time -- it will be combined with the monthly SAG townhall on Tuesday, May 19 at 10:00.

Kris Anstine said that Columbia Public Library/DBRL have opened book drops, and will start allowing holds in the next few days, and doing curbside pickup soon as well. Go to dbrl.org and click on the link at the top of the page for dates/more info

Amanda said she is doing a spreadsheet of all the firm order purchased e-books and will be getting that out to everyone.

Meeting adjourned at 1:47