

**HSL Advisory Council
Fall 2018 Meeting
November 26, 2018**

Meeting began at 1:30 pm

Present: Denice Adkins, Evan Prost, Angela Story, Michael Hosokawa, Daniel Sheinbein, Deb Ward, Gayle Mooney

Participating via Zoom-in: Sherri Ulbrich, Deidre Wipke-Tevis, Jenny Bossaller

Absent: Dongsheng Duan, Jon Stemmler, Karen Cox

Deb welcomed everyone and said she had received a few last minute cancellations caused by the weather. Three people joined via zoom. Everyone then introduced themselves and told what department they worked in. Deb said she is especially pleased to have representatives from the School of Information & Learning Technology on the council. She said that they teach how to do what we at the libraries do. They share with the libraries important and emerging best practices. Since we partner on some things, it ends up being a good convergence of ideas and information.

She called attention to the agenda and the handouts and added that there will be an additional item on the agenda. After the updates, Denice will share what the University Libraries Committee considers priority issues. Deb explained that committee is a campus-wide committee under the direction of the provost, whereas the HSL Advisory Council was created to discuss and advise on issues specific to just HSL.

Staffing changes. Deb reported that Rich Rexroat, HSL's assistant director of Technical Services, would retire at the end of November. We converted his position from an inside service position to a public one. The new position had been five years in the making and will be devoted solely to support the research domain. The position for Research Support Librarian is now being advertised. We should have it filled by next fall. A brief summary of the type of duties the research support librarian would be involved in is included in the handouts. The second staff change is a new National Network of Libraries of Medicine (NNLM) librarian. This position is possible through a contract with the NNLM stemming from a grant where Deb has been the PI since 2001. We had an excellent person in the position for twelve years, Barb Jones, who retired last year. Deb said they were worried they would not be able to find someone of the same caliber but everyone is very pleased with Chris Pryor. Her background is in training, networking and marketing. Chris started work on August 1 and hit the ground running. We will delve more into NNLM at our spring meeting.

Second floor renovations: Deb reported that we closed the information desk and integrated it along with circulation into a new service center desk. It was a much better use of space and staffing. The old info services area will be removed over Christmas break and we are working with Cyndi Curnutte from Campus Facility Design to create a new space for the students. The

students have long requested more soft seating and in a survey taken asking for ideas for the use of the space, soft seating topped the list. In other second floor changes, we moved the interlibrary loan offices down to the technical services area, opening up additional space for students. This helped meet complaints from students that there was not enough study space. We used desks from the old SOM PBL labs and just recently worked with ITS to get three laptops in the space. Finally, as we mentioned at a previous HSL Council Advisory meeting, we used some gift money from Richard and Tootie Burns to purchase new entryway furniture. (Soft seating, table, and bookcase) We may make some changes to that area as Cyndi works on the redesign of the info services area.

Strategic plan Like every other department on campus, the libraries are working on a strategic plan that aligns with the overall university plan. Deb is happy to say that the newly-created research librarian position fits right in there.

Collections update: Deb said the libraries are still waiting for gap support monies that the previous provost assured us we would get to cover shortfalls in the collections budget. There is about a 1.5 million dollar gap in what we need to continue our journal collections and what we have in the library budget. This happens every year and the provost usually comes through with the money. This year is a little worrisome because we have not gotten the money yet and we must pay the vendor by Dec 31 or access to many of our journals will be cut off. With that, Deb turned the meeting over to Denice.

Denice - library issues to be addressed with the provost: Denice said that after a meeting of the Campus Library Advisory Committee, as chair, she drafted a letter to the provost to address concerns the committee had. One concern is space. The libraries have been asked to give up space to other departments. Some groups fit well with the overall mission of the libraries; others - such as when they moved admissions into Ellis for well over a year – do not. Another concern is funding. Denice thinks that part of the problem we are experiencing with the gap funding is because the provost is new and is still feeling her way. Denice passed out a draft of the letter she had written to Provost Ramchand. She said that no one else has seen the letter and the final draft may focus only on the topic of funding since that is the most critical time-wise. She said she wanted to stay true to the library mission to be accessible and helpful in any way we can to both student and faculty. She also pointed out that Deb had recently made a presentation to the Campus Library Advisory Committee that showed the HSL is highly regarded. She suggested that if the council wanted to co-sign the letter, she would make sure everyone has the final version and specifically okays the use of their name before proceeding. Jenny Bossaller forwarded the letter to the other two people participating in zoom so they could weigh in.

Gayle suggested that Denice add that the first floor of the HSL is used by the SOM for testing. Deb explained how the various tests are done on first floor. Daniel said it was critical during testing to have a quiet space to take the tests. Mike Hosokawa added that testing space had to be secure to meet testing standards. Deb added that that function of the first floor of the library is untouchable in terms of space and she is already trying to accommodate the need for more space on the second floor.

Deb asked for input on the idea of HSL sharing some space with other groups. Daniel was very concerned and said that the third floor of HSL is designated as the quiet space in the entire library for studying. He said the second floor can get noisy at times especially at night. The space in the new PCCLC building are not necessarily quiet – those spaces are more suited for group study or collaboration meetings. Deb said that there are also nine study rooms on the third floor. Three are set up specifically for medical students to meet for collaboration or group study. Each room easily accommodates two students. The other two rooms had been for faculty however both have recently been converted to private study space for students due to demand. There is also a conference room on the 3rd floor. We painted it over the summer and purchased eight new chairs for the round table and the room is much in use since the renovations. Deb said she would be gathering data on the number of users on all three floors.

Daniel again emphasized how important the quiet space on third floor is to med students. Angela asked why another floor could not be designated as a quiet space. Deb said that the first floor does not work because of the days it is closed for testing. Second floor has too much traffic and would be very problematic to turn it into quiet space. That is where the service desk is as well as the copy room. Also in the converted ILL space, we have a room that is used by pharmacy students from UMKC School of Pharmacy, administered through SHP. Daniel said that if we lose the quiet space on the third floor, then there would be no space on the entire medical school campus that can be used as quiet space. It is a huge concern. Deb agreed and added that it is not only study space; it is the quality of that study space that is important. It could affect the quality of the students' experience. She plans to conduct a survey in spring for 2019 asking students for feedback on the value of having study space.

Looking at the draft letter Denice had passed out, Angela said that if the primary focus is that we have a bill due in 30 days that must be paid, then that needs to be said point blank. Right now that is lost under the more generic, less pressing, issue of funding in general. She suggested Denice use numbers and dates and separate it out from general funding and space issue. Deb added that even though we get the funding each year, it always comes across as rescue money and it increases each year – not to buy new journals or more collections, but simply because even as our normal budget shrinks, the subscription pricing keeps increasing. It is basically an unsustainable model for the long term. Evan agreed and said he had been shocked after hearing Diane Johnson talk about the collections at the last advisory council meeting. He felt Denice needed to at least make a reference to the spike in subscription fees. Denice said that she welcomed any other comments or suggestions. Email them to Gayle and she will get them to Denice. Denice hopes to be able to meet with the provost to talk specifically about this.

Strategic Communications Capstone project. Deb explained that last fall a group of six students in strategic communications developed a plan for HSL as their capstone project. They gave us their report last December and we have started implementing some of their ideas. Evan asked if this was through the School of Journalism. Deb said it was and that the suggestions focused on communication with the students who use the library. One of the ideas was to create

library awareness posters. We created three different posters and sent them to SSON and SHP. Sherri said that at SHP they have hung posters in the larger classroom on the third floor where all students eventually come and the large classroom in the center of the building on the second floor. There is also a poster in the main hallway. Evan said that he might be able to find additional places to hang posters. He will look into it and let Gayle know. Sherri mentioned that the size (28x20) limited the space where they could be hung. Deb said we could certainly make smaller posters. Gayle will coordinate with those wanting additional posters. Deb said they have not made posters for SOM yet because the wording probably needed to be a little different. She plans to contact Suzanne Neff on that. Angela thought that the posters might also be useful in some of the research centers like the Orthopedic Institute, Thompson Autism Center and the like. We could tailor the wording specifically for them. She will put out some feelers to see if people are interested and then get Gayle the names.

Another suggestion by the Strategic Communications students was a “Meet the Library Staff campaign”. Deb said that they have been gathering the information and most of it will be ready to roll in January. Evan said he loved that idea because it makes people aware of librarians who often work “behind the scenes.” Another suggestion that we implemented was Cycle of Success stories and Deb called attention to the handout where the story of Dr. Malm-Buatsi was featured. Gayle pointed out the Evan’s success story was also in the handouts. Evan said his story came about after the last advisory council meeting where he learned about open access. He said it was a dream come true and he was so happy that he was able to work with the libraries to get expensive textbooks for his students available at no cost to the student.

Collections Budget Reduction Report Deb said she included this report on the agenda mainly as a follow up to our last meeting. The report was a major undertaking and involved many people but the idea behind it was to compile as much information as we could find in an attempt to explain the situation with collections and the budget. The report also helped the different librarians see the big picture rather than just their particular niche. The report ended up being 21 pages; the introduction and conclusion are in the handouts. Gayle suggested to Denice that she incorporate the part in the report about the University Libraries being a unique resource – especially the bullet points – in the letter to the provost. Denice liked that idea and asked how the HSL is positioned in relation to the rest of campus. Deb said that overall the science journals took the biggest hit last year. She said the big thing is the packages. We deal with five main bundlers and it is like working with a cable TV company. Some titles you use a lot, some you use just a little and some you have no use for at all but they are all bundled under one umbrella. She said Springer has been the most cooperative and the easiest to work with in eliminating what we use the least from the bundle. When we had to do a 20% reduction, they helped in identifying the least used titles. Other vendors are not that interested in changing their bundle offerings, yet they continue to increase the costs each year. We must start doing something different. The paradigm of how we operate has to change.

The report shows that interlibrary loan has helped offset some of the loss but that is a good/bad thing. We still have access for our patrons, but it also costs us and is harder to get. Patrons do not see the behind the scenes maneuvering so they may not be aware of the impact. This overall

situation is not good for a research-based university. Evan commented that the line in the report that said we were moving toward rental and one-use titles struck him. Deb said that is unfortunately the trend. The other thing is that the big bundlers use titles like baseball cards, trading with each other. We may have started with a subscription from one vendor but now must go to another to keep it up. Then it becomes a guessing game – is the cost going to go up? Is it going to go down? Will the journal change any?

Deb said that it was time for the meeting to end. She thought that for the spring meeting we would talk about the National Network of Libraries of Medicine as well as the Missouri Area Health Education Centers Digital Library. We would also of course continue with updates on the collections and library space issues. She asked if anyone had any questions or issues they would like addressed in the spring meeting. Daniel would like to talk about the possibility of expanded hours on the weekend. Deb said she could include a question about that in the student survey to get an idea on the level of interest and specific needs. Denice asked if we could get numbers to go with the various issues the library committee is looking into. Deb said that we have plans to get attendance numbers – not just a gate count, but also a floor-by-floor count. She is preparing a list on the function for each floor and will include those attendance numbers with it. Sherri said she would like to have a discussion/feedback on the four-campus collaboration and funding in terms of collections.

Meeting adjourned at 2:40 pm