

**HSL Advisory Council
Spring 2017 Meeting
April 6, 2017**

Meeting began at 1:00

Present: Karen Cox, Denise Atkins, Deb Ward and Gayle Mooney

Deb welcomed everyone and explained that we had several last minute cancellations. It is a busy time of year for everyone, and this meeting already had been rescheduled from March 22.

Deb stated that the Health Sciences Library received an endowment from Richard and Tootie Burns, \$10,000 of which we could spend this year. She showed pictures of the new furniture we have bought for the library.



The selections are pictured here. The two navy chairs and the table will go under the stairwell on the main floor. We will also be replacing the bookcase with a more modern cubic one. The goal is to give the entryway a presence that it currently lacks.

The OPAC tables will be replacing the computer cubicles that have been at the library since it opened in 1985. Deb said that one feature of the tables that we really like is that two of the tabletops are height-adjustable to accommodate special needs users. We are using some one-time funds to purchase chairs for the tables. The seats will have a navy weave pattern.



We expect delivery on the items around the end of May, which fits well with the schedule for opening the new School of Medicine building. We will be updating our look just in time to correspond to the opening of the new building.

Deb said that she would be working next fall semester with Jon Stemmle and his Strategic Communications students in exploring student and faculty opinion on the library. By that time, we will be able to begin assessing how usage patterns may be affected by the PCCLC facility.

The University Libraries updated their mission statement this year. The Health Sciences Library has adopted it with an explanation of who our users are. It will be replacing the old one on the HSL web site. The University Libraries' Annual Report is back from the printers, and we have asked for copies for everyone. Gayle will send them out when she receives them. Deb called attention to the second to last page in the report that dealt with the failed student fee in 2015. When the fee was rejected, one of the effects was to no longer provide 24/5 access at Ellis, to the dismay of the students. Just recently, in March, a more comprehensive student fee passed that will provide some funding for counseling services, the bookstore and a few other entities, including the libraries. The libraries' portion is estimated to be about \$600,000 per year.

One of the things the money will go for is to fund Ellis Library staying open 24/5. The School of Medicine associate deans have stated they are not interested in the Health Sciences Library being open 24 hours. We will continue to stay open until 1:00 am. Deb said that some of the student fee money is allocated to improved learning spaces and she is looking into the costs to move the interlibrary loan department from 2nd floor to the 1st floor and open up the space ILL now occupies. This would provide more study space for students.

Denice asked Deb if she knew the total number of people that used the library each month. Deb did not have those figures in front of her but will look for them, and attach to the minutes. Denice then asked if the new building would decrease that number. Deb replied, no, that she thought the number might actually increase, due to growth in the programs. She explained HSL serves three schools (SOM, SON and SHP) as well as auxiliary programs, such as nutrition, child development, and social work. HSL has the reputation of being the quietest of all campus libraries. The HSL is desirable study space, and we may see an uptick of students using the library. We will observe with interest.

Deb said the university is in one of the worse budget situations in recent history. At the beginning of the budgeting process, units were asked to model their budgets at 5% and 7.5% cuts. Now it is at 10% reductions, and may go higher. (It has since gone to 12 %.) Collections for the libraries took a big hit last year. We cut \$1.2 million in collections as a library system. We will have to cut again this year and we are studying the impact of last year's collections reductions. We are looking at this across all disciplines so we can spread the cuts around. The three major discipline areas are the sciences, the social sciences, and the arts & humanities. Journals in engineering and chemistry are the most expensive, with health sciences journals falling in right behind them. We aimed at cutting low usage/ high cost journals, but in some instances, we cut titles that are moderately used. One problem is bundling by publishers, similar to cable companies selling less desired channels along with those you want. To get the journals we wanted we also had to take the ones we did not need. Library negotiations with big providers have made some headway in breaking up the bundles. For some titles, we have gone to access-only, which is like rental instead of ownership of information. There is one more provider that we still need to look at as a system, but the journals in this package do not contain health sciences journal titles. We will also look at databases and book allocations. We have to think about allocations across the disciplines, and we would like to be able to line up our allocations in accordance with the needs and strategic goals of the university.

Denise asked what help Health Sciences Library needs in the budget crisis. Deb said the best thing anyone can do is to be an advocate for the library, and highlight our strengths. Present the libraries in the most positive light possible. The libraries are becoming more proactive in our

messaging. We used to just concentrate on the information provision aspect of the library, but now we also need to concern ourselves with communicating to users about the value of what we provide and how we provide it. For example, we are a founding partner in an AHEC-based health sciences statewide digital library, and this is something that few people are aware of. Many of our services are electronic, and therefore less personal, and can easily be overlooked as invisible by someone thinking about the libraries. Deb said she was encouraged that the provost championed the University Libraries on the recent Giving Day. The bottom line, though, Deb said is that we will be cutting collections again, layoffs within the libraries are possible, and we will do our best with our limited resources.

Karen Cox said Taira Meadowcroft has been invaluable on the quality improvements committee. Karen said that two years ago she would not have thought that they would use library services as much as they have. Taira takes to heart what is discussed at the meetings and then researches and sends people links to related articles and subjects. She send out lists of articles that make it easy for Karen to scan and see which ones she is interested in reading. She is saving time and effort, while giving them a body of targeted literature they can use. Karen stated that Taira's work is having a ripple effect, because Karen sends her findings to others beyond the group that Taira works with. People are using her research to help determine if they should start a project and even continue with a project. They are using search results to make process improvements that can translate to better care.

Deb thanked her for her comments and said that Caryn Scoville does similar things for the Child Health Department. This almost invisible service is making an impact. We need to get that message out. Librarians can save faculty and students' time, and can help them improve patient care with specific needed information. We conducted a research study several years ago that found that some care providers thought library information even contributed to a reduced length of stay. Unfortunately, these things do not easily translate into a budget item. In our present climate, we can only offer services that do not require more funding, which prevents us from ramping up a service that could assist more departments.

Deb said that the University Libraries reorganized at the upper levels when an Assistant Director retired last November. Ann Riley is still the interim director, as she has been since Jim Cogswell's retirement. In November, Deb took on the additional role of Associate Director for Specialized Libraries, which added libraries in geology, engineering, math, journalism, and newspaper. Denice asked about the Veterinary Medical Library. Deb said that the VML has traditionally been a part of the HSL organization, citing, for example, that their cataloging is done here, the libraries have been tied together for many years, and therefore, it was not a change. Deb is a member of the University Libraries Management Team, and this group will be looking at all the services the libraries offer to determine if there is a way to shift workloads to increase productivity and reduce costs.

Deb said the Health Sciences Library has a wish list based on three areas: facility, collections, and services. She encouraged everyone to think about what they value about the library and what improvements they would like to see. Denice remarked that she is hearing more about the Health Sciences Library, which is a good thing. We are making ourselves known. Deb said that last year a student group conducted a survey on the libraries. One of the interesting things they discovered is that users may not value the libraries as much as they did at one time. They also noted a need for better communications about the library, including a better website. Deb said

that often a new service is not well received because it does not fit into the traditional idea of what a library is and does. However, times are changing and we need to change, and bring along our users with new ways of accessing and using information. We also need to make creative changes that improve our services and bring value to our users.

Deb thanked Denice and Karen for coming and said she is encouraged that they, and the others on the council, value the library and want to help it succeed.

Meeting adjourned at 2:00 pm.

In answer to Denise's question on HSL usage, here are our statistics for last fiscal year:

