Library Council Meeting Minutes
March 7, 2024
Held Virtually on Zoom
Start Time: 1 pm

Agenda:

1. Welcome (Kyle Bradbury)
2. University Librarian Updates (Joe Salem)
3. Results from the Libraries' 2023 Faculty Survey (Angela Zoss and Joyce Chapman)

Present: Kyle Bradbury, Rachel Ingold, Misha Angrist, Stave Asher, Bruce Jentleson, Jonathan Mattingly, Michael Reiter, Julian Liber, Ann Saterbak, Megan Von Isenburg, Blue Dean, Jameca Dupree, Dracine Hodges, Naomi Nelson, Emily Daly, Tim McGeary, Joseph Salem, Rachel Porter, Angela Zoss, Joyce Chapman

Absent: Amy Laura Hall, Kimberly Lamm, Cecilia Marquez, Charles Muiruri, Harris Solomon, Maria Tackett, Gennifer Weisenfeld, Heather Raslan, Marc Brettler, Tracie Canada, Dean Smith

1. Welcome (Kyle Bradbury)

- Kyle welcomed everyone to the meeting.
- We were originally going to have this meeting focus on budget overview and the Library Service Center (LSC) expansion. Joe will give brief updates on those instead and we will save a more comprehensive discussion about both at a future meeting.
- We will be talking about the results from the Libraries' 2023 Faculty Survey.
- Our next meeting will be in person, and this will be the final meeting of the year.
- We also may revisit the topic from last meeting – Journal Models.

2. University Librarian updates (Joe Salem)

- Joe will touch on both the budget and the LSC but we decided to move it to the next meeting because both items are in their infancy.
- We just have our budget meeting with the provost office a few weeks ago, so we while we have requested our next budget, we have not been given out budget for the next fiscal year.
- You may recall from previous updates, that we had been running a deficit in our budget. But we now have a balance budget with salary savings.
- We have requested inflationary increase for our collections. We have also requested two term positions to help with upcoming campus demands. One to support the new campaign and another for space and event assistance has building renovations on campus move forward.
- *Question: Do you think this inflationary request is sustainable?*
    - We would hope to get a rolling commit of 3 or 5 years to help us to continue with our continued commitments. We will use the campaign to help build up endowments for collections.
    - Collections shift to access over ownership

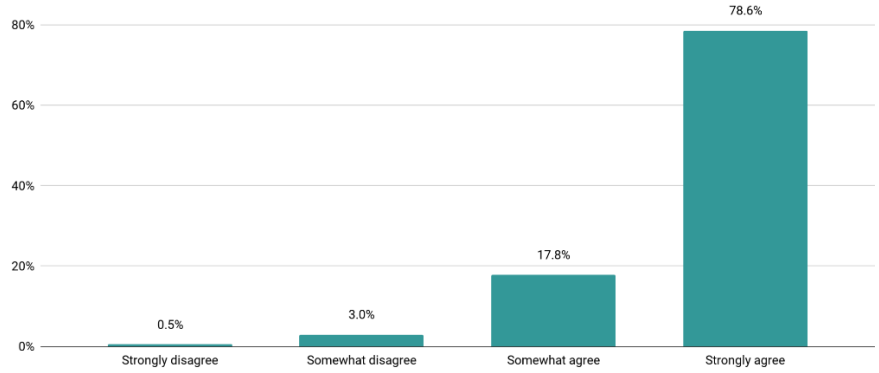
- On LSC – We have had some really progress, as we shared we have a meeting with both provosts from Duke and UNC. It is a modular design so we can expand it. We are working with FMD to start planning. We are cautiously optimistic that we will be move forward.
- Note to Faculty about a couple of disruptions due to the Lilly Renovation/ALMA Implementation – Lilly is proceeding as scheduled even still we still are working on a fundraising gap.
- Our Strategic Plan is finalized and posted: https://library.duke.edu/about/strategic-plan
- Joe will be putting out a call after the meeting that he hope you can share with your colleagues – The Libraries and Duke Learning and Innovation are working with Ithaka S&R on a study about AI on campuses and are seeking input from faculty about their needs and uses regarding AI.
- *Question: I have seen many AI surveys going around Duke. Are they dovetailing these efforts with this study?*
    - We have connected with Matt Hirschey who is behind many of the other surveys. We are working together and sharing data. There is also an upcoming AI Summit in late April that will update leadership about the overall AI efforts on campus.

3. Results from the Libraries' 2023 Faculty Survey (Angela Zoss and Joyce Chapman)

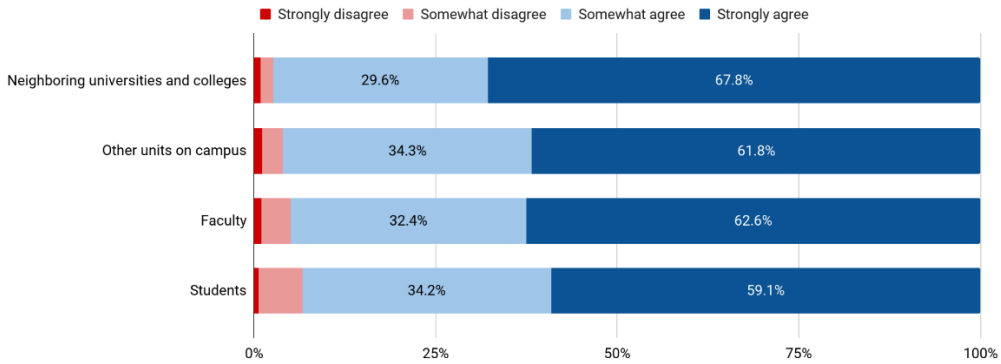
- Angela and Joyce introduced themselves and the work they do for the Libraries.
- The survey was nicely teed up by Joe's mention of the Strategic Plan: The survey was deployed in May-June 2023, as part of the Libraries Strategic Planning efforts, instead of our regular survey cycle. The survey was developed by Guideline Consulting in cooperation with AUXS and the Strategic Planning Steering Committee. This was fortuitous because it was actually time for DUL to deploy a faculty survey as part of its regular cycle. So while Guidelines Consulting used the data to inform the SP, AUXS was also given full access to the data, and we were able to analyze it from a general library perspective to use in place of a separate faculty survey. Historically, we have not conducted faculty surveys as often as we have our biennial student satisfaction survey: our prior large-scale faculty satisfaction surveys were conducted in 2015 and 2018
- What questions did we ask? We wanted to keep it short and focused on 6 questions:
    - Which of the following are important to you?
    - To what extent do the following meet your needs at Duke Libraries?
    - Rate your level of agreement with the following statements about Duke Libraries
    - From my perspective, the Libraries create and maintain positive relationships with…
    - In what ways could the Duke Libraries help to advance Duke's strategic initiatives?
    - Is there anything else you'd like to add?
- We typically only survey a sample of faculty but this time we were able to distribute the survey to all faculty: It was distributed to 1,066 faculty (not including Medical

school faculty) and there was an incentive for a raffle of a $150 gift card to a restaurant of choice

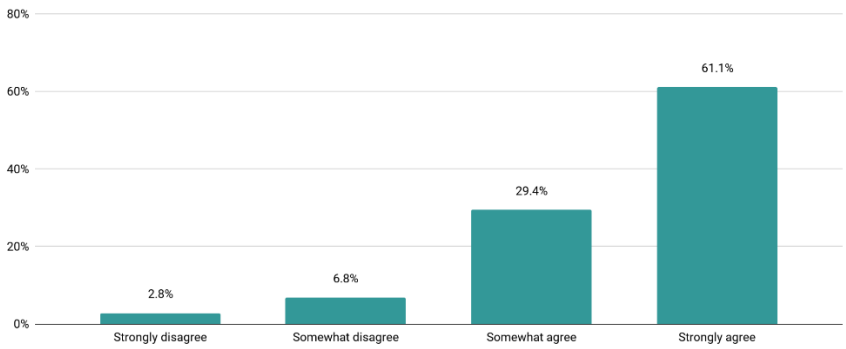
- Response Rate:
    - 434 responses (40.7% response rate)
    - 283 free-text comments
    - Response rate mirrored the population fairly closely
- Some key findings:
    - When I communicate my needs to the Libraries, they are responsive and find a solution that works for me most of the time:



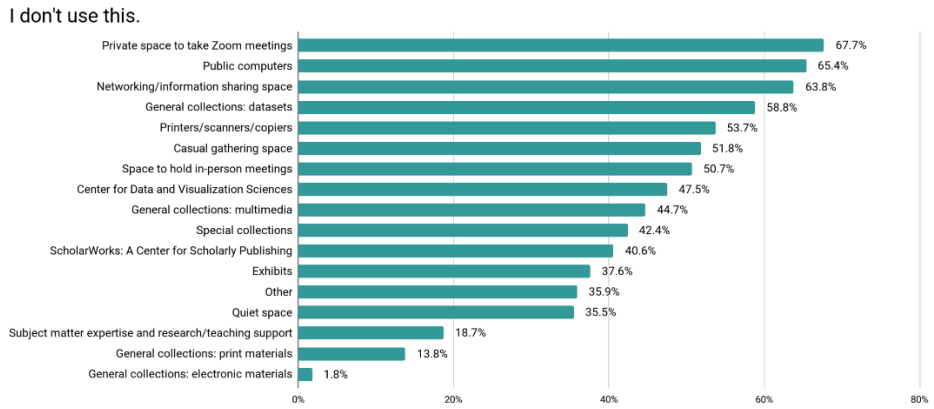
    - From my perspective, the Libraries create and maintain positive relationships with…:



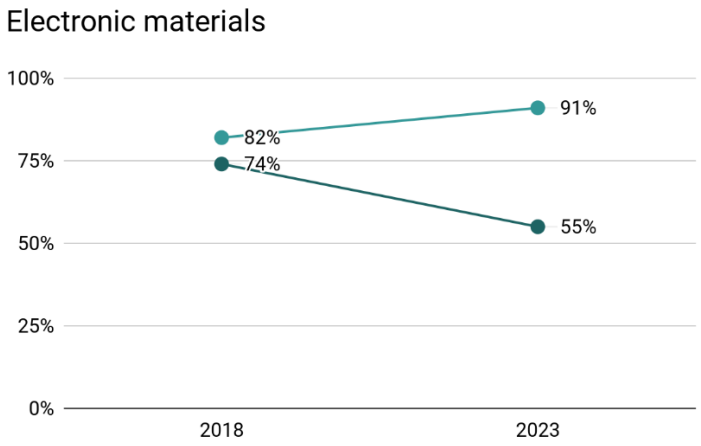
    - Anything you'd like to add responses?:
        - *No, other than that I greatly value the Duke Libraries, especially the staff. They are fantastic and hugely helpful.*
        - *The libraries are extremely well run. The collections and information they make available are crucial for Duke to fulfill its mission. The university should provide the libraries with ample funding, so the library staff can continue their excellent work.*
    - I consider the Libraries a partner in my research.:



- In what ways could the Duke Libraries help to advance Duke's strategic initiatives (e.g., Research Translation and Commercialization, Durham & Community Affairs, Racial Equity at Duke)?:
  - *I believe that longstanding core DUL activities contribute to these initiatives already. Collect, consult, liaise, partner, facilitate, instruct, preserve etc., all with equity and the long view as guiding principles. I understand the need to frame library priorities such that they match the long list of university priorities, but the forever-view, of which the library is the sole keeper on campus, should *be* a strategic priority.*
  - *We need to do more to make the university leadership understand the value of the library. Duke cannot be an R1 without a first-tier, well supported library. Basically, we need more power allies who can restore the funding and support. Our past Provost did not fully understand the value of the library for everything we do. We need to restore its status and funding.*
- Faculty report not using library resources at high rates:

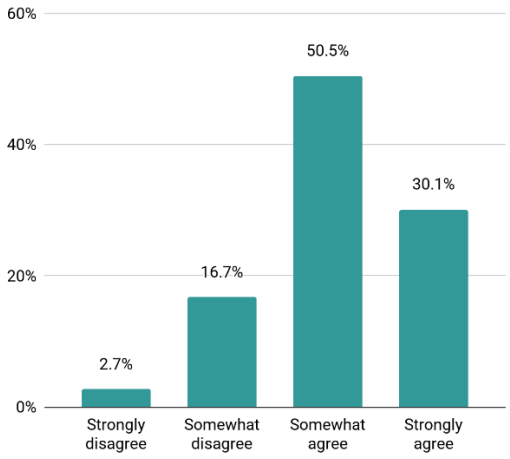


- Which of the following are important to you? To what extent do the following meet your needs?:

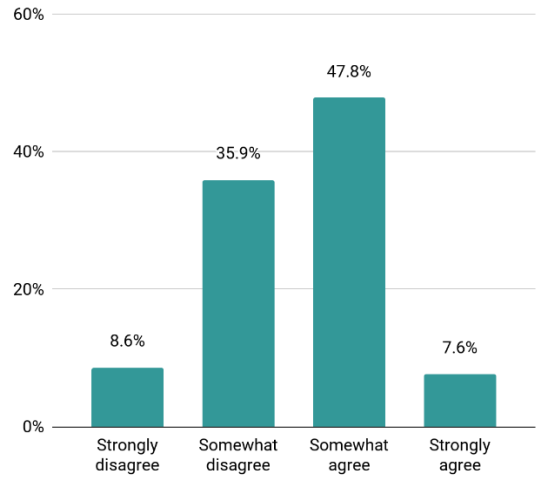


- *Question: Were there any comments many about specific needs not being met?*
  - Flat budgets and cancellations lead to people not being to have access to the materials that want.
  - When this survey went out, we were having some issues with interlibrary loans and we have since reinstated some subscriptions that had been cancelled since the survey went out which may have addressed some of this.

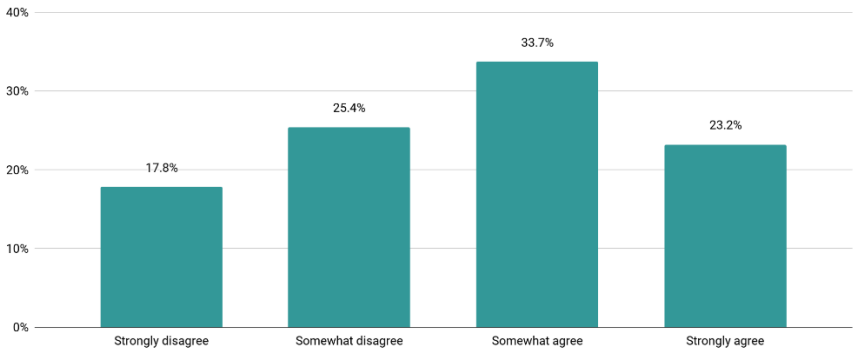
- We need to focus on the survey requests that lack of awareness of library services
  - I feel I am aware of the resources available to me through the Libraries.



  - I feel students are aware of the resources available to them through the Libraries.



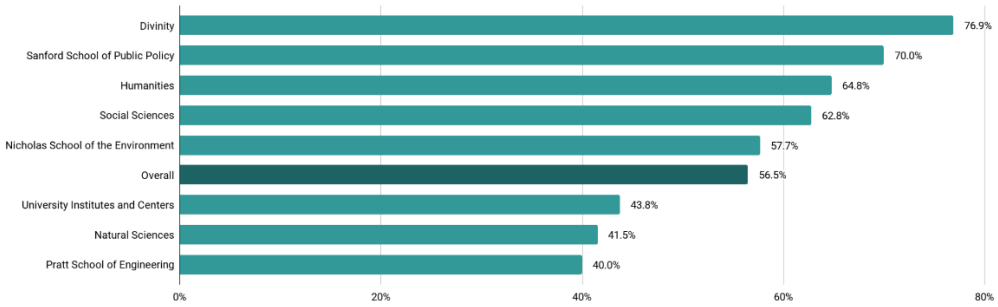
- *Question: Have there been any student surveys that echo this?*
  - We did run a student survey in early of 2023. Awareness comes up with students as well. We ask them differently, but awareness was still a major issue and that it is a different problem as well.
  - Also we received similar feedback from the international students.
- *Question: Students feel like they are self-sufficient – do they have unavailability for receiving the outreach about these services?*
  - Outreach that works is a combination of incentivizing, hitting the at the right time, etc.
  - We are open to hear any ideas.
- I received a useful orientation to the Libraries:



The libraries have been given less time at Faculty Orientations over the past few years.

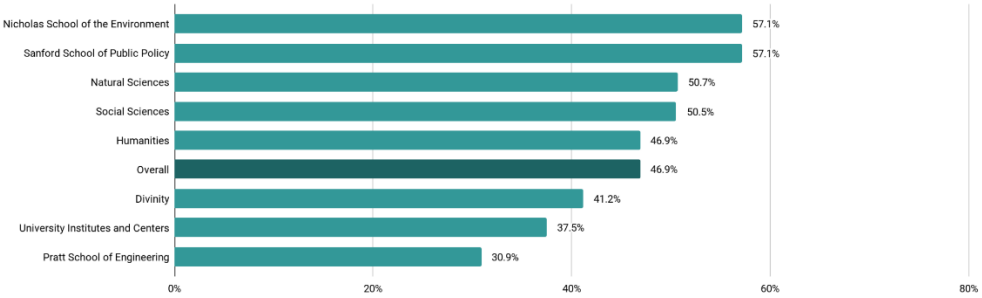
- I think it would be great to offer a sort of "orientation" to the libraries and their services for faculty and staff -- something, perhaps, like what is done for students. I have been here a while and know some things, but in taking this survey I realized there are offerings and aspects to the library's operation that I don't know much about.

- The Libraries are a campus leader in information services:



Note: Divinity has its own library.

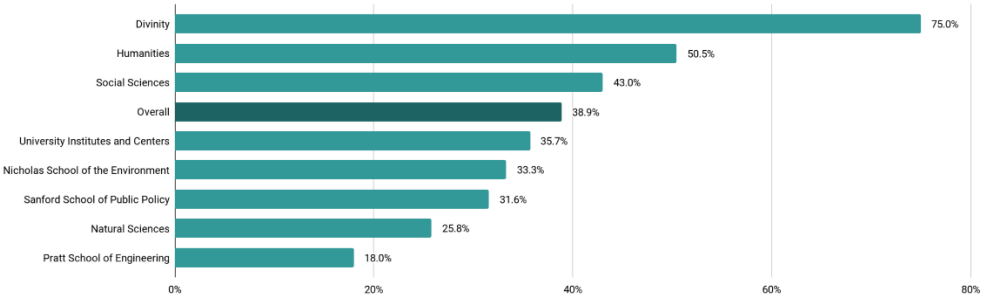
- I am happy with the electronic resources available through the Libraries:



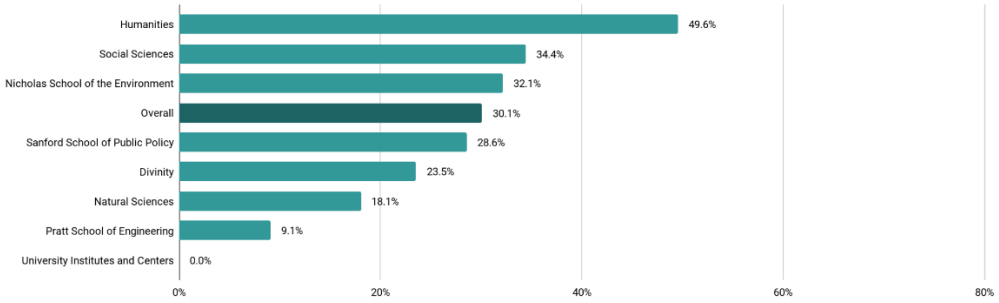
Comments from Pratt:

- "Duke has significantly reduced access to current science / engineering literature resources (electronic journals). This is a real and ongoing problem for research."
- "At times, though certainly not all the time, the Library seems to lose touch with science and engineering focused faculty and students."
- "Duke researchers, faculty, students need online access to digital research journals. It seems many have been cut."

- I feel engaged by the Libraries.



- I feel I am aware of the resources available to me through the Libraries.



- What stood out to you from the report?
    - *The issue of awareness is striking. Does the library have a history of doing tours?*
        - Would you be interested in tours? We have had mixed response previous, but we are excited to explore this idea.
        - Subject librarian can attend faculty meetings.
    - *Medical Library also has issue with awareness. There is a huge awareness problem at Duke for centralized services*
    - *Direct outreach from Subject Librarian has been extremely helpful.*
    - *Are there any quick reference guides and where can we access them?*
        - https://guides.library.duke.edu/
        - And here are some course guides that we've created for courses being taught this spring: https://library.duke.edu/course-support/guides
        - Here's a guide we created for new faculty orientation this past fall: https://duke.box.com/s/3s0gdhdu7wcf48yebqz6dljgyzw4wes4

- How do you engage within your own departments about the Libraries?
- Are there data or statements in the report that resonate or conflict with those engagements?
- What are your ideas for addressing low levels of awareness of library services?
- How could we improve the faculty and student orientation process?
    - Sometimes we need the experts to tell us what we need to know. Maybe we need librarians to adopt 10 faculty members.
    - In the libraries, we host Library Summer Camp. Maybe that would be something of interest for the faculty?
    - Library literacy is critical to faculty.

Next meeting will be in person.
Adjourn.