Library Council
February 4, 2015
Minutes

Attendees: Deborah Jakubs, Lisa Huettel, Victoria Szabo, Charlotte Clark, Tim McGeary, Bob Byrd, Naomi Nelson, Gil Merkx, Jackie Wachholz, Len White, Charlie Piot, Tom Hadzor, Ann Elsner, Tom Hadzor; Guests: Emily Daly, Joyce Chapman; Recorder: Lynne Grossman

1. Announcements/Introductions
   - Deborah announced that over the next four months, we will be embarking on a feasibility study for the renovation and expansion of Lilly Library, with the goal of importing some of the most successful innovations of Perkins/Bostock, including The Link, The Edge and the von der Heyden Pavilion. Tom Kearns, who worked with us on Perkins/Bostock, will begin in March and collaborate with Bob Byrd. We expect this project to have a very positive impact on East Campus.

2. Comparative Data for Duke University Libraries and Peers: Emily Daly and Joyce Chapman
   - Bob Byrd noted that this discussion evolved from inquiries made by the Library Council and Library Advisory Board members about how we compare to our peers. At a recent event, David Rubenstein asked Deborah how would she respond if a reporter asked which is the best library in the country? Deborah answered there is no single set of criteria and quantitative measures such as the number of volumes, staff and expenditures do not tell the entire story.
   - Joyce Chapman started in August as our assessment coordinator and she began gathering data from the 126 libraries in the Association of Research Libraries (ARL), which include institutions in the United States and Canada. Data was presented as a snapshot of how we compare to other 14 libraries on a national and local level. In order to explore user services, we looked at how many user seats libraries had compared to their institution's total population and how many hours they were open. Other benchmarks are technology services, the availability of computers to researchers, and offering hardware and software to researchers.
   - Duke ranks quite high in the number of books and e-books per capita. We are doing well per median for the number of professional FTE/capita although different libraries define professionals differently. With the nature of library services changing, having a higher rate of professional staff is desirable.
   - On a local level, Duke is ahead in circulation, titles, ratio of staff to students, expenditures and e-books. We have a lower percentage of seats for the student body than does UNC-Chapel Hill but a higher one than North Carolina State University. Nationally, Duke is in the center of our peer group for expenditures. Harvard, Yale and Princeton raise the mean.
   - Stanford, though not an ARL member, has a grant to create a new set of benchmarks for evaluating libraries. Duke will join with them, North Carolina State University and Michigan to expand the data.
   - A question to consider is whether spending more money would increase our standings, and whether a move up would better serve the needs of our users. Library

Council faculty members commented that improvements to our physical plant have made the Library an incredibly inviting space and a destination point on campus. The fact that people come here more than they did before is not being captured in this data; perhaps we can figure out how to quantify that. Distinguishing aspects of the Library are The Link, The Edge, von der Heyden Pavilion, and the staff.

- At the end of every year, we do satisfaction surveys, which have replaced Liv Qual whose questions were not localized enough. It was suggested that we survey incoming new faculty and students to determine how Duke Library compares to their prior institution's library. First year writing students say how much more engaging the Writing 101 course is here, which is another way the Library is so well integrated into campus life. Another metric is the accessibility and helpfulness of the librarians and staff in general, who really care about providing service and make themselves available on immediate and long term bases. Even when the Library is not open, researchers can be connected virtually. Using archival sources in classes is a way to engage with Library materials and take advantage of what we have. How to do research in a digital age is a great learning opportunity.
- For next year's Library budget, we requested a 4.9% increase to cover the increased cost of data subscriptions and monographs. Also requested was a 2% increase beyond that to expand the scope of our collecting. We are pleased that the Provost's office has approved 6.9% -- $200,000 beyond inflation but not near $4 million it would take to bring us up to Princeton's level of spending

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3. DUL User Philosophy and User Service Best Practices: Bob Byrd
    - In 2014, quite a few things changed regarding user services: part of Perkins was closed for construction; first floor Bostock was renovated; a service desk was installed at the new main entry of Perkins. While realizing that the service provided in The Edge would be somewhat different, we saw the need to work towards consistency in our approach to user services, and to clarify expectations among staff as to approach and goals. Working with a consultant and Emily Daly, Head of Assessment and User Experience, we had two half-day workshops with staff who interact with users. Afterwards, small groups used the content of discussion to develop a user services philosophy statement and a best practices document for service delivery. These documents have been useful in training service assistants and new staff members.
    - The user service philosophy statement is more of a public document and we plan to put it on the Library website. The words "patron, user, and researcher" indicate the wide range of people with whom we work. We avoided "customer" because we do not have a customer-client relationship.
    - Library Council members thought the statement resonated well with their sense of what they expect and desire from the Library staff. The statements are insightful and project service, not bossiness. Some members said the prominence of the word "researcher" is off putting and makes it seem like the Library is designed mainly for faculty. Perhaps we could use a more generic term such as "learners" or remove "researchers" and say background and needs. The word "user" was preferred to "patron." We serve many communities within communities. The Library could also

be a quiet place of respite. "Collaborative" could be emphasized more and made a bold word in the document.

- Change the second line of philosophy statement to read our "community's" instead of "user's" needs.
- The Edge is going great, with positive feedback from students and faculty. We continue to have submissions for projects and are working on a snapshot of what the first month looks like. We will be doing focus groups to determine uses. President Brodhead was very excited and Board of Trustee spouses/partners will take a tour. Students are pleased with how many events are going on in the space. Lisa Huettel's husband is hosting visiting graduate students in The Edge and his department is very excited.

Meeting adjourned at 1:10 pm.
Respectfully submitted, Lynne Grossman, Recorder