

Notes from the Student Library Advisory Council Meeting  
February 2, 2009

Members attending: Sarah Brown, Leslie Diaz, Scott Eidler, Brian Grambow, Heather Levy, Alka Menon, Rella Moag, Erin Penner, Elizabeth Phillips, Tal Rusak, Corey Siegel, Corey Wronski-Mayersak

Attending from the Library: Anne Kenney, Carl A. Kroch University Librarian; Gwen Glazer, Staff Writer/Editor, Library Communications; Nan Hyland and Adam Smith, Co-directors of the Library Web Ongoing Development Team; Zsuzsa Koltay, Chair of the Library Web Implementation Team; Janet McCue, Associate University Librarian for Teaching, Research and Learning Services; Ed Weissman, Assistant to the University Librarian

1) New Library home page and web site

Zsuzsa Koltay, Chair of the Web Implementation Team, provided a quick tour of the new web site <[www.library.cornell.edu](http://www.library.cornell.edu)> and asked for feedback. Comments and questions included:

- Is the "We Recommend" section moderated. [*Response: Yes*]
- It is difficult to search for and connect to articles in the new web site. Easier to find an article in Google Scholar first and then to find the article and connect using advanced search. Tal Rusak questioned if the open URL link resolver the Library uses (WebBridge) is as effective as another widely-used resolver (SFX.) [*Response: There are no established metrics for link resolver quality and many variables so a comparison of WebBridge and SFX is difficult to accomplish. We'll continue to work on improving the article search and connect functionality.*]
- Database search is much easier in the new site.
- Nice that the "Ask a Librarian" link is in the navigation bar on all pages.
- Images behind the search box could provide fantastic PR for the library. Should make it possible to view the full image. [*Response: The library will implement the capability to click to the full image.*]
- Like the MyAccounts page that pulls together account information from various sources-- materials checked out from the Library, materials borrowed from BorrowDirect, materials borrowed through Interlibrary Loan, materials on hold, etc.. But, can't renew books through this page. [*Response: The renewal function through the MyAccounts page will be implemented by the summer.*] Also, even though you log into the MyAccounts page, you have to log in a second time to renew in the Library Catalog. [*Response: The web site and the Library catalog are using different versions of CUWebAuth. We are working on updating the version used in the Catalog so that a single log in will be sufficient.*]

2) Cornell University Library on Facebook

The Library has created a Facebook page <<http://www.facebook.com/pages/Ithaca-NY/Cornell-University-Library/46044749211>>intended for use primarily as a publicity and marketing tool to tell students, faculty and staff about what's going on in the Library. Events and services of any size - workshops, changes in library hours, major conferences, Chats in the Stacks, online exhibits, news items about the Library, new reference materials, etc. - will all be

included. It isn't intended as an avenue for serious research or study, although we do plan to embed the Ask-A-Librarian application on the page. Any user can post on the Wall or upload photos.

Gwen Glazer, staff writer and editor in the Communications Department, showed the page and asked for feedback on it could be improved. Comments included:

- Make the events section bigger.
- Events could be great because Facebook can send e-mail notifications. But, don't want to receive more than one per week.
- Should be able to become a "fan" from the Library home page
- OK as long as this is opt-in/voluntary
- Privacy issues - concerns about searching from the catalog box [*Response: we are currently looking into this issue with representatives from Facebook.*]
- Need to have more outreach about page's existence

### 3) Issues from SLAC members

In response to concerns raised at the November about delays in using the color poster/plotter at Mann Library, Ed Weissman passed along this information from Mann Library staff:

The vast majority of the desktop computers on the first floor of Mann Library (80+ machines) are mapped to the plotters. In busy times when all seats are taken, student Operators usually help out by sending the poster job to the plotter from one of the Ops computers. This is usually how we deal with overflow situations when they happen - all the patron has to do is ask for help. We train our Ops to be on the lookout to approach patrons who appear to need this kind of assistance.

There's a lot of good info on our plotter printing web page <

<http://www.mannlib.cornell.edu/computing/printingandscanning/printing/plotter.cfm> >

that is worth knowing, including pricing, getting help, tips, etc. We have always made a point of advising patrons to plan ahead and arrive early (before 10am if possible) and at other slower times of the day. This isn't always possible for everyone of course.

Printing to the plotters from the laptops has always been tricky; for several reasons (including network security) we have not allowed laptops to connect to the plotters.

Because of the expensive nature of failed or abandoned printouts, each job is reviewed by an Op before it is sent to the plotters. We cancel jobs whose origin is unknown to the Ops on duty. If jobs could be sent to plotters from remote locations in the building (i.e. from a laptop on the 4th floor) they could not be monitored and checked. However, when a patron does need to print from a laptop, our Ops transfer the file to either a desktop computer or one of the Ops machines and send it to the plotter for them. We have USB drives on hand at the Ops desk specifically for this purpose.

In addition, Olin Library is planning on having a color plotter/printer available for use starting this summer.

New issues raised/comments included:

- There is much concern among graduate students about where they'll be working once the renovation of Olin Library begins. The library should let people know that alternate

arrangements are being made. [*Anne Kenney responded that once the Project Approval request (PAR) is approved, the Library will start getting in touch with Olin Library users using the Olin Library Renovation web site <*

*<http://www.library.cornell.edu/RenovateOlin/>>. It was suggested that the Graduate School distribution list be used as well.]*

- Uses LibX extensively. < <https://confluence.cornell.edu/display/CULLABS/LibX>> (LibX is a toolbar for Library catalog searches from any web page. It also provides off-campus access to electronic resources, full text access to articles, and quick links in Google, Amazon, & elsewhere to Cornell resources.)
- Document delivery service is great.