

## Library Directors' Leadership Team (LDLT) Meeting Notes May 12, 2021

*Present: Eric Acree, Bonna Boettcher, Julia Gardner, Gaby Castro Gessner, Gregory Green, Andy Horbal (note-taker), Curtis Lyons, Linda Miller, Kim Nayyer, Christina Sheley, and Sara Wright*

### 1. Gate counts (Gaby Castro Gessner and Linda Miller, Library Assessment and Planning)

Gaby and Linda gave a presentation on in-person visit count reliability (annual data collection). Their slides are included with these meeting notes.

Linda works with many, many people across CUL to compile stats into a format that makes sense and provides an overview of the entire library.

Here today to ask LDLT how members use in-person visit (aka "gate count") statistics. Bringing this up now because there have been multiple counts which are incomplete or missing the past few years. Specific questions:

1. Are your unit's in-person visit count important to you?
2. How do you use the data? (e.g. reports, donors, alumni? etc.)
3. What is your tolerance for error in the data? (5%, 10%, 20%)

Olin and Uris have found it helpful to look at occupancy data in SenSource to make decisions about hours, etc. Also used to reply to questions from Jennifer Sawyer about number of visitors/year, etc.

Music has been a way to compare from year to year.

FAL gate counts aren't as helpful because the space gets so many non-library user visitors. Would be great to be able to filter these people out, which Jon indicates may be possible in SenSource.

Africana uses data to count just bodies coming in to space, such as occupancy data and heat mapping options, which require additional setup.

Mann has also found occupancy data in SenSource helpful, especially after they've been on it for a while (as they have) and can make historical comparisons. One example of how they used the annual data collection include looking at how moving volumes to the Annex impacted number of visitors to the library. Not using it to make many other decisions, though.

ILR not as interested in gate counts due to large volume of "pass-through" traffic. More interested in things like reference transaction data for decision making.

Kroch Asia and RMC don't have any numbers in data as provided, so it obviously can't inform their decision making. Would like to know who is using their spaces if that info is available in SenSource. RMC would be especially interested in counts for exhibition gallery.

Management wouldn't find a static number of visitors/year unless it changes dramatically. Knowing where exactly people are spending time might be a bit more helpful, but still won't answer demographic questions they're interested in.

Annex is manually gathering data and thus hasn't had issues with inaccurate or missing counts.

Law using LibCal Seats and getting data from there. Don't mind considering SenSource as an option. Would like to know more about protecting patron privacy.

In summary: sounds like occupancy data available through SenSource is more useful than year-to-year data for decision making.

Gaby and Linda are available to help with navigating and managing SenSource data: just let them know!

## **2. Hypothetical Contingency Planning re: visitors (Bonna)**

Per the University web site, visitors are not allowed "at least through 31 May 2021"; we don't know when a decision about the summer will be announced, nor do we know what that decision will be; this is an opportunity to brainstorm about how we might think about visitors, \*if\* that is the university's decision.

Has been evolving over the past several days. CUL is getting word from the university that this is one of the things they're looking at as they're planning for a more fully residential fall semester and that we should start talking and thinking about how we will welcome visitors back to the library, although we do not have a timeline.

RMC receives questions from outside researchers nearly every day. If university announced that visitors were allowed, would likely be faced with overwhelming demand, and would therefore probably continue appointment system they use now. RMC also regularly fields queries from donors about dropping things off.

Kheel is also getting inquiries; they are trying to push them off to late summer when things are more likely to be possible for now. Even if people can come, presumably there will be restrictions, e.g. just people who are vaccinated. In other words, everyone is dealing with many unknowns.

Note that rules for summer could differ somewhat from rules for fall, e.g. de-densification followed by re-densification.

Related question = availability of public computing as libraries resume services? The thought is that will happen around July 1; This was discussed by LEG this morning. There's a lot of work to do.

LEG will try to share additional info as quickly as they can as it becomes available!

Note from Bonna that LibCal will replace Chatter again in time for start of fall semester.

### 3. Unit Updates (all)

Africana: no updates

Annex/ILS: no updates

BEE:

- Sarah Lane will start as the Business Librarian at the Management Library on June 14th
- The Nestlé Library will be closed for the summer starting May 26<sup>th</sup>; they are planning to reopen on August 2<sup>nd</sup>

ILR:

- Curtis mentioned that Danianne Mizzy has been named new Dean of Library Services at Montclair State University. Congratulations to her! Link to more info: <https://www.montclair.edu/newscenter/2021/05/12/university-names-new-dean-of-library-services/>.

Law:

- In the midst of their new Dean search; two more candidates over the course of the next two weeks
- Kim will be arguing before the Canadian Supreme Court later this week! It will be streamed on their website.

Mann/Science Cluster:

- Erin Eldermire awarded SUNY Chancellor's award for excellence in librarianship
- Manndible is closing at the end of May; CALS is working to secure a new dining facility in that space with the hopes of having some food option available for the start of the fall semester
- Deborah Cooper and Selena Bryant gave a well-attended presentation (316 attendees) at the ACRL conference on the work they've done around *The Modern Farmer*: <http://www.ala.org/acrl/conferences/acrl2021/papers>

Olin & Uris:

- Interviews for Emerging Data Practices Librarian position are going well
- LEG has begun talking about planning for a more distributed work force