

Notes from the Student Library Advisory Council (SLAC) Meeting
November 14, 2011

Attending: Emily Asenath-Smith, Ankur Bajaj, Lara Bertoia, Janine Beydoun, Matt Christensen, Matt Clifford, Brian Cuddy, Susanne Forbath, Robert Hackett, Ariel Kaplan, Margot Lystra, Ben March, Patricio Martinez, Charles McCann, Lisa McEnery, Curran Muhlberger, Sarah Pickle, Jamie Roden, Katsuri Saha, Joseph Simonis, James Smith, William Spencer, Sijun Yang, Frank Zhang

Also: Anne Kenney, Carl A. Kroch University Librarian; Curtis Lyons, the Harriet Morel Oxman Director of the Catherwood, Hospitality, and Management Libraries; Angela Horne, Associate Director, Catherwood, Hospitality, and Management Libraries; Holly Mistlebauer, Head of ITS Operations, Mann Library; Janet McCue, Associate University Librarian for Teaching, Research, Outreach, and Learning Services; Ed Weissman, Assistant to the University Librarian

1. Status Report on the Consolidation of the Catherwood (ILR), Hotel, and Management Libraries

Curtis Lyons and Angela Horne, Associate Director, reported on the status of the consolidation effort. The physical collections of the three libraries will be consolidated in Catherwood (ILR) Library with about 70% of the combined collections remaining on central campus. The rest will be housed at the Library Annex.

The Hotel Library space is being completely renovated. The collections will be moved by April and the Marriott Student Learning Center will open in the fall with two library staff providing services including laptop lending. There will also be a café. Reserves are being moved to Catherwood.

The Management Library collection will be moved out of the upper floors but reserves will remain in Sage Hall until they are completely electronic.

The official date for the consolidation is in July.

Angela Horne reported that there were 11,000 transactions in the three libraries during 2009-2010 and the goal is to maintain the quality of the transactions. Staff across the three libraries are working together to make this happen. Two new staff members are being hired.

Comments included:

- How soon will Management reserves all be electronic? *The Library is taking an aggressive stance but it will take some time.*
- If more reserves are electronic, the Library will need more computers. *The Hotel Library renovation will double the number of desktop terminals in the space.*
- There is some overlap in reserves between Hotel and Management so some Hotel School students may go to Sage rather than Catherwood.
- Management School students feel that they are losing something. What are we gaining? *Increase in support for collections, more digital content, and greater collaboration among library staff and subject experts across the three units.*
- Management School students are losing Saturday hours. We don't need library services or reserves, we need study space in Sage Hall. Why not provide students with key card access to the space 24/7? It would be a huge benefit to students. *The Library will be as flexible as possible with regard to Saturday hours, e.g., open on Saturdays when tests are scheduled. There will still be thousands of dollars of resources and equipment at Sage so security is an issue.*
- The Engineering Library closing led to many "lost/overdue" book notices. It took much time and running around to clear up our records. *The Library identified the problem and it should not happen again.*

2. Virtual Services

One of the Libraries priority objectives over the next year is to “Take the Library to its users through increased virtual services and in-person presence of library subject experts in academic units.” One of the virtual services the Library is developing is virtual shelf browsing. Browsing allows us to serendipitously discover additional relevant material from an initial search whether that involves scanning the physical stacks or exploring electronic resources. Holly Mistlebauer, co-leader of the virtual services team, demonstrated how virtual shelf browsers work and gathered input on features. Comments included:

- Would like to be able to browse by popularity (use) as well as shelf order (call number.)
- Should be able to “tap into” citations/cross references when sorting. Make this a truly digital product and not just a reproduction of physical shelf browsing.
- Allow for tagging of records so that information about books that is not obvious from the title can be added.
- Mouse-overs won’t work with smart phones.
- Pull in information from Amazon like “look inside this book” and “sample pages.”
- Utilize ethnographic methods when you run focus groups. Observe what people do not just what they say they do.

The team expects to hold focus groups with students and faculty in February and these will be announced to the Council.

3. Library hours of service

In response to concerns raised at prior meetings especially about weekend hours of service, Janet McCue, Associate University Librarian for Teaching, Research, Outreach and Learning Services, distributed a table of current hours, talked about factors taken into consideration when setting hours (usage data, requests, coordination across units, cost) and changes that have been made over the last decade. For example, Olin/Uris has made several hours adjustments based on student feedback, usage and surveys:

- Fall 2002 Olin increases hours Sunday – Thursday from 11pm to midnight
- Oct 2002 Olin increases hours on Friday from 6pm to 9pm
- Jan. 2004 Olin increased Monday –Thursday intersession hours from 6pm to until 9pm and increases opening hours on Saturdays from noon to 10am
- Spring 2004 Uris went to 24 hours and Olin increased Sunday – Thursday hours from midnight to 2am
- Fall 2007 Olin increases Saturday hours from 6pm to 10pm

A few examples of other libraries that have extended hours at the request of students include:

- Catherwood Library—Extended hours by an additional two hours (staying open until 7 pm instead of the usual 5 pm) the Friday of study week.
- Management Library—Extends hours during the exam periods, at student request and has extended hours for a special case competition in the school.
- Mann Library-- Extended Saturday and some evening hours

Comments included:

- Carpenter (former Engineering Library) is now open 24/7 with keycard access for the entire Cornell community
- Would appreciate earlier morning weekend hours, especially during study week.
- The 11 am Saturday opening at Mann Library is very much appreciated.
- How much does it cost to keep Olin Library open for one hour?

4. Announcements – Anne Kenney

- Electrical upgrades to Olin Library will start this summer. There will be more electrical plugs available for use by the start of the fall semester.

Edward Weissman

Assistant to the University Librarian