

University of Washington
Faculty Council on University Libraries
November 13, 2013, 2:30 pm – 4:00 pm
Suzzallo 5th Floor – Conference Room East

Meeting Synopsis:

1. Call to Order
2. Welcome and Introductions
3. Review of the Minutes from June 13, 2013
4. Vice Provost and Dean's Update
5. Library Systems Migration and New Website
6. Adjourn

1. Call to Order

The meeting was called to order by Chair Cooper at 2:30 p.m.

2. Welcome and Introductions

Cooper discussed the charge of the council and clarified that ex-officio members have voting privileges.

Members introduced themselves to the council.

3. Review of the Minutes from June 13, 2013

The minutes from June 13th were approved as written.

4. Vice Provost and Dean's Update

Betsy Wilson reported that the budget has improved from 5 years ago. The budget process was not as onerous as in past years when colleges had to submit budget narratives. UW libraries submitted proposed budgets for FY14 and FY15 that includes special requests. Wilson will be meeting with the Provost in the following months regarding the budget proposals.

UW libraries are putting forward cost increases for collections and increases for minimum wages. A study conducted to determine the costs associated with increasing the minimum wage to \$15/hour found that costs would increase by 55%. An alternative would reduce hours for employees to save money. New funding requests have been submitted to include new First Year Experience Librarian, learning technology, Data Services, and funding to support streaming video for course reserves.

Wilson reported that librarian salaries are below market rates. The Office of Planning and Budgeting provided a breakdown of schools and colleges which showed varying salaries which was quite interesting. New assistant professors are receiving salaries above market rates while associate and full professors have stay below average rates, a situation called "inversion". Wilson explained that all librarian ranks fall under market rates, and depending on comparative groups some ranks can be as low at 20% under market rates based on Global Challenge institutions. UW libraries will make its proposal to

the Provost to work towards unit adjustment but the central administration will not provide the additional funding.

Odegaard is now open and functioning well. The library project has recently received awards from the National Construction Association and the Seattle AIA chapter. UW has also been nominated for a prestigious award from the American Library Association.

5. Library Systems Migration and New Website

When the council met last June UW was 6 days from going live with the new library systems migration. The project will connect 37 institutions in 3 states into one library system in order to enhance access to library materials. However, problems have arisen because this is a much greater effort than anticipated due to the size and scale of the project. In August 2013 UW libraries spent time to understand the system and decided not to wait for promised improvements Primo (the discovery interface) to be implemented. UW libraries backed away from the default program and are now using Primo as the beta discovery interface. Instead they are using UW WorldCat, which was an option prior to the transition. Work is now being coordinated with the vendor XLibris which has dedicated extra programmers and staffing for UW. UW is starting to see new weekly fixes and has been counting on the feedback from faculty and students about the updates.

Through all this UW libraries is also updating its website. The two major improvements include usability and response to different electronic devices. The website detects the browser size (usually determined by the type of device) and then present content and design elements that are appropriate for that device. For example, a user on her phone will see a streamlined version of the site, whereas a user on his desktop computer will see the full version with more detailed styling and extensive resources.

Jennifer Ward provided a detailed update on the library systems migration. Since June 25th her office has been relying on end users, staff and students to report problems when they approach roadblocks in using the system. One of the problems was the vendor's inability to batch-edit records requiring staff to do it manually. When the magnitude of the problems became known, ExLibris created a task force to address the concerns raised by UW. The task force meets biweekly and includes members from Israel and project managers from Chicago, so there are a number of high-level people addressing the changes. Ex Libris is eager for Primo to be the default discovery interface and had a site visit in October to determine what it would take for UW to return to Primo as the primary discovery layer.

UW libraries drafted a list of items to address which includes:

- Renew materials online through users' library accounts
- Improving search behavior
- Ability to manage and format citations
- Serial and multi-volume displays
- Deduplications of UW's holdings and holdings of Summit

These issues have been sent to the vendor to be fixed. The vendor is already working on some updates while several fixes will take longer. Part of the migration includes looking at the old system and how it is tied to the campus purchasing system. Ward clarified that publishers and other third parties would be paid electronically through the back end of the system while users are using the front end for discovery

purposes. Electronic purchasing includes purchases from publishing companies, licenses, and electronic journals. This particular version of Primo was worked in the past at Princeton and Boston University, but the difference for UW is additional layer of data being exchanged through the network of partnering institutions. UW is dealing with complex data and records from multiple sources which increase the complexity of data gathering which smaller institutions do not experience. The vendor is making progress on this issue and hopes to be ready for next year. The more complicated part to this issue is de-duplication. This shared system with 36 other institutions raises complications in identifying what is specifically UW material from partnering institutions such as Washington State and Willamette University.

There is a lot of interest across the country specifically towards right-scaling; the ability to do the work at the proper scale. Other universities will begin to participate on a rolling basis. Right now there are only 6 participating institutions with more joining at a later time, with the goal for all institutions to be part of the system by December 2014. Cohorts alongside UW in the first wave include Pacific, Marylhurst, Western Washington, Linfield and Willamette.

FCUL members noted this is a good opportunity to communicate with faculty in explaining the process of moving to the new system. Discussion ensued to identify effective communication methods. A comment was raised that faculty should be providing feedback on specific problems they are experiencing within the system and that the Libraries should be at best soliciting detailed descriptions of searches that do not work. It was noted that the search function could be improved to acknowledge semantics people use in searches similar to Google and other large search engines. Other examples include the unnecessary number of clicks it takes to download a document and issues with the library proxy button.

A comment was raised that users might get frustrated and not return to the site, such as emeritus faculty. Discussion ensued. Kirkendall mentioned that he has not heard any problems from the UW Retirement Association. From personal experience he has been impressed with the staff and their cooperativeness.

A question was raised asking if there is anything the council can do to help. FCUL could help with communicating to faculty about the recent developments and request feedback. The difficulty is identifying the proper communication channels to send out the message. In the past, communication relied on liaisons and librarians.

Ward explained that it is important for faculty to describe the pathways they use in order to properly communicate the issues they are experiencing. This allows Libraries and Ex Libris staff to troubleshoot the exact problem. It was suggested to use the faculty email list maintained by the Provost's Office and/or AAUP.

6. Adjourn

The meeting was adjourned by Chair Cooper at 3:00 p.m.

Minutes by Grayson Court, Faculty Council Support Analyst, gcourt@uw.edu

Present: **Faculty:** Cooper (Chair), Leveque, Nicoletta
 President's Designee: Wilson
 Ex Officio: Redalje, Kirkendall

Guests: Cynthia Fugate (Senior Associate Dean of Libraries)

Absent: **Faculty:** Gillis-Bridges, Hill, Lattemann
Ex Officio: Barker, Schroeder