

**FACULTY UNIVERSITY OF WASHINGTON
COUNCIL ON UNIVERSITY LIBRARIES**

The Faculty Council on University Libraries met at 10:30 a.m. on Thursday, **January 10, 2002**. Chair Greg Zick presided.

PRESENT: **Professors** (Greg Zick, Chair), Greulich, Kerr, Martin, Moy, Sauer and Schepp;
 Ex officio members Ogburn, Spillum and Wilson;
 Guests Steve Hiller, Head, Science Libraries and Assessment Coordinator;
 Jill McKinstry, Head, Odegaard Undergraduate Library (OUGL).

ABSENT: **Professors** Brown, Chance, Sullivan, Sutton and Tanimoto;
 Ex officio members Fuller and Stride.

Approval of minutes

The minutes of November 26, 2001, were approved as written.

Library utilization and transformation

Wilson said the impetus for today's presentations was an article in *The Chronicle of Higher Education* ("As Students Work Online, Reading Rooms Empty Out."). The opening paragraph of the article reads: "University libraries bring to mind undergraduates rooting through dusty stacks or sitting in reading rooms with their noses buried in tomes. These days, however, more and more students are entering libraries not through turnstiles but through phone lines and fiber-optic cables."

But, far from losing its flesh and blood patrons, and becoming a sepulcher for dust-enveloped books, University Libraries remains a vital nexus of libraries for study, research, teaching, collaborative labs, faculty and Libraries partnerships, and many other activities involving undergraduate and graduate students, faculty and staff, as well as continuing to be a fount of information and inspiration to the many daily visitors from the community. On peak days, over 13,000 people enter Odegaard Library; several years ago the average was 5,000 per day. Use of the branch libraries is also very active.

Wilson said that University Libraries, at the same time, has been very successful in its effort to move as much as possible into a "desktop" mode. "Our notion of what a library *is*," said Wilson, "is being changed significantly. At University Libraries, we believe that where there is an appropriate audience [for the use of transformational tools], both faculty and student productivity can only increase." Wilson said the Libraries is becoming an 'any time / any place' library, but is also steadfastly remaining a peopled library with a great diversity of resources on hand. People are coming to and using the Libraries as much as ever; what is changing is *how* they are using the Libraries.

Wilson introduced the guest presenters to the council: Steve Hiller, Head, Science Libraries and Assessment Coordinator; and Jill McKinstry, Head, Odegaard Undergraduate Library (OUGL).

Steve Hiller, Head, Science Libraries and Assessment Coordinator

Hiller discussed the results of two recent surveys: the University Libraries' Triennial Survey in Spring 2001 (previous surveys were conducted in 1992, 1995, and 1998), and the LibQUAL+ survey in Winter 2001, a national survey involving 43 institutions.

Hiller said the surveys are "one tool we are able to use to gather input about user trends and user satisfaction in the Libraries' system at the University of Washington." He said the UW is "unique in its nature of surveying, and in the size of data its surveys gather." All UW faculty are surveyed in addition to undergraduate and graduate students. "Thus, we are more confident of the accuracy of what the data is telling us. And we can do very helpful breakdowns of the data. We had over 600 responses from Health Sciences, and more than 250 each from the Humanities and Social Sciences and Science-Engineering.

Hiller said the survey showed a resounding overall satisfaction with University Libraries services. Some 90% of respondents (faculty, graduate and undergraduate students) marked “4” or “5” out of a possible “5”.

As for the “importance of UW Libraries,” over 80% of respondents answered affirmatively. Respondents from Health Sciences predictably rated the importance of online Libraries resources much higher than did respondents from Social Sciences and the Humanities; and the impact of online resources was accordingly much greater in Health Sciences and Sciences-Engineering.

As for in-person use of the Libraries, two-thirds of undergraduate students visit the Libraries on a weekly basis (at the minimum). This is similar to previous surveys, in part due to student use of Libraries computers; there are considerably more computers available now. Hiller also pointed out that “in-person use among Health Sciences graduate students has remained very high.”

Predictably, remote use of the Libraries is increasing; particularly, there is greater “home” use of Libraries resources than in previous years. Preferred remote uses include bibliographic data base and library catalog searches, scrutiny of full electronic texts, and especially the scrutiny of electronic journals. (Due to problems with photocopy services, many articles in print journals cannot be conveniently copied, which further increases the dependence on electronic journals.)

In Health Sciences, 25% of faculty say that printed books are of prime importance; in the Humanities and Social Sciences, that figure rises to 80%. While print journals are important to all groups, electronic journals are of far greater importance to those in Health Sciences and Science-Engineering than to those in the Humanities and Social Sciences.

As for publishing, most faculty are willing to publish in “scholarly society journals.” However, there was reluctance to publish only in lower cost journals or electronic-only journals.

Hiller said, “As a follow-up to this survey, we will look at: preservation (a strong priority for 30-50% of the faculty); remote use of the Libraries; physical use of the Libraries; photocopy services; and the print vs. electronic discussion with faculty. An undergraduate survey will be conducted in Spring 2002. And the Libraries will participate in a LibQUAL+ survey in Spring 2002.”

Regarding the recently conducted LibQUAL+ survey (again, comprising 43 institutions), a survey representing “Overall Service Quality and Support for Scholarly Efforts by Institution,” the University of Washington rated exceptionally high in all categories. Only Cornell and one or two other institutions rated higher overall.

Zick said it is interesting that almost every group wants more online access, but also wants to publish in the highest quality print journals. Online journals seem most popular for teaching and electronic group meeting purposes.

Zick said, “We’re in a dynamic time, dominated by change. The surveys do indicate a high degree of satisfaction with the current library operation, but it is important to continue to innovate over time.”

Jill McKinstry, Head, Odegaard Undergraduate Library (OUGL)

By way of introduction, Zick said, “The Libraries has become the heart of the community for academic life,” and observed that the work of Jill McKinstry at the Odegaard Undergraduate Library has been a significant contribution to the Libraries’ assuming this role.

McKinstry entitled her discussion “Collaborative Partnerships for the Future.” She said collaborative partnerships will be an important part of the direction in which the Libraries and the University as a whole move in the future.

She noted that part of the definition of an undergraduate library that is often used at present – that “the undergraduate library must be innovative and experimental, and alert to change” – strongly applies to what has been occurring in recent years at the OUGL.

McKinstry said that undergraduate libraries are becoming teaching and learning centers; they are becoming more than a collection of resources. They are programmatic partners in the classroom. They embody the intelligent use of technology “in service of our core values.” And they must be willing to experiment to remain consonant with the changes occurring both within and without the University as a whole.

McKinstry said that OUGL is “uniquely positioned to serve as a model for a learning facility.” OUGL is now “a wireless facility, with a top-rate technological infrastructure.” It has excellent collaborative learning labs and group study rooms. And its collaborative partnerships involve cooperative and knowledgeable colleagues and staff.

McKinstry said a major concern to students, especially on such a large campus, is “convenience.” They appreciate OUGL being a “one-stop facility, a single point of service.” Students who come to OUGL can study, use computers, do their E-mail, conduct research, use the “reserves,” photocopy, and even take meals (though hopefully in By George downstairs). Besides regular computer access, students have access to E-reserves: text, audio, and video. They also are able to view or rent videos and DVD’s (besides documentaries and filmed classes there are many commercial films available). Whenever possible, OUGL gets both VHS and DVD versions of the same film. In a recent month, 5,000 films were distributed.

Another priority for students, faculty, and anyone who comes to OUGL, said McKinstry, is “speed.” OUGL has a 24-hour state-of-the-art computer lab. Students have the ability to fast forward, to mute, and to selectively program anything they want. They have online access to full-text journals. They have a comfortable, fully equipped workstation. And, through UW Cares, they have, if so desired, escorts to their cars when leaving the library at night.

McKinstry said “efficiency” is another priority of all users of the library. And at OUGL users can multi-task anything they wish. They can conduct a one-stop search for anything they need. There is coordinated problem solving. And “techno tutors” and reference help are always on hand.

Self-paced online tutorials greatly help both students and faculty to be independent in their use of OUGL electronic services. McKinstry said this is one aspect of the evolving “any place / any time” library that University Libraries is becoming. Is the service of the self-paced online tutorial working? It is indeed. Total entries rose by several thousand from 1999 to 2001, with 11,000-12,000 entries on Mondays, and gradually diminishing numbers for the rest of the week. As for OUGL Commons logins, the average daily logins in the lab are 2,600; the average unique logins are 2,100. Interestingly, these totals together amount to only one-quarter of the daily gate entry in OUGL; thus, contrary to what many people imagine, computer users are hardly the preponderant patrons of the library.

As for the use of OUGL from midnight to 8:00 a.m. (the third year of this all-night service has just been completed), approximately 600-700 people enter the library on Monday and Tuesday, and slightly fewer the rest of the week. The library closes at 6:00 p.m. on Friday and Saturday evenings. Otherwise, it is open continuously throughout the week.

As to OUGL’s use as a “teaching library,” in 2000 there were 124 classes with 2,400 students, and 100 tours, and in 2001 there were 160 classes with 3,200 students, and another 100 tours. The “UWill” online tutorials also reach a great many students.

McKinstry said that people’s notion that the library is being entirely depleted of books is significantly erroneous. There are 165,000 volumes in OUGL, and though this number is down from the 180,000 volumes of several years ago, it is still a large number compared to most other undergraduate libraries. McKinstry said particularly strong growth areas in the OUGL collections are interdisciplinary works and Pacific Northwest literature.

There has been a gradual decline in book circulation at OUGL (and other libraries), down from 300,000 in 1997 to 230,000 in 2001, with a 6% drop from 2000 to 2001.

McKinstry said that, notwithstanding all the changes taking place in OUGL – as in all branches of University Libraries – “the library as *place* still rules.”

Zick said the “wireless concept” of the library is a “creative, dynamic delivery mode” that will definitely have a salutary effect on library use in the future. McKinstry said, “We would like more large rooms with white boards.” Asked about possible increase of lab space in OUGL, McKinstry said, “We won’t expand our labs. More dedicated space (labs or classrooms) is *not* the answer. These spaces tend to be underused. Wilson said, “We’ll have ‘learning’ spaces, not classrooms.” McKinstry said, “We now have an assembly of different folks from educational development, computer science and engineering, even copy center folks. For a year we have shared a lab with an engineering group that needed the space for a digital animation lab. We have another partnerships through PETT (Program on Educational Transfer with Technology).”

Wilson said, “Space is the ‘last frontier’ on this campus (people tend to hoard what space they do have), so our partnerships of space lead to an *enhancement* of constructive use of space. It is in this way that we can be stewards of space.”

Next meeting

The next FCUL meeting is set for Thursday, January 31, 2002, at 10:30 a.m., in 36 Gerberding Hall.

Brian Taylor
Recorder