Lib:ey Committee Meeting Minutes  
October 19, 2017 – 10:30 AM – 11:45 AM  
Austin Conference Room, Tisch Library

Present: David Garman (Chair); Brian Hatcher; Matt Panzer; David Ekbladh; Sarah Levin, TCU Senate Representative; Ex Officio Member: Dorothy Meaney, Interim Director, Tisch Library  
Guest: Elizabeth Berman, Assistant Director of Research and Instruction, Tisch Library  
Absent: Patrick Forber; Cristian Staii; Rachael Bonoan, GSC Representative; Asia Acevedo, TCU Senate Representative

1. Chair's Welcome and Member Introductions: David Garman, Chair  
David welcomed the members of the Library Committee and asked everyone to introduce themselves.

2. Review of FY18 Tisch Library Budget Update & Looking Ahead to FY19: Dorothy Meaney, Interim Director (See FY18 budget info attachment.)  
Dorothy stated that people are her priority in terms of the budget and reiterated that the FY18 cost savings will not roll over into next year, except for the Web of Science savings, which is a multi-year deal. This year's level of reduction cannot be sustained in FY19 without harming library resources and services. The existing endowments designated for books will not help make up current cuts in the collection budget. Funds available from these endowments are limited to the Trustee-approved payout (currently 4.5% each year). This annual flow is already built into the book collection budget. Each fund is restricted to spending in alignment with the gift agreement with the donor. It would take an increase in the principal of an endowment, new endowment funds, or an increase in the payout rate by the Trustees to provide new endowed book funds for the collection. Print materials take the biggest hit when budget cuts are made. Seventy-seventy-five percent of the budget currently is spent on continuing electronic subscriptions. There is some coordination with the BLC re: purchases, but not with print purchases.

Dorothy asked members for assistance with and advocacy for the budget. She would like specific details regarding which reductions would have the most detrimental impact. Faculty asked that the library let them know concretely what is “on the chopping block” and what the library is able to protect. The more concrete and detailed information the library can provide, the more effectively the faculty will be able to think through their recommendations.

Dorothy also asked for student advocacy for the library, particularly with respect to the physical space, resources, and services. Both undergrad and grad needs must be identified in order to support the students’ success. Excellent resources and services are a big factor for potential graduate students when making their institution choice, too.

3. Discussion of the Single-Service Point Model: Elizabeth Berman, Assistant Director of Research and Instruction (See R&I: Learning, Teaching, and Research Support attachment.)  
Elizabeth explained that the change to a single-service point model was facilitated by the departure of part-time staff, a reduction in the number of drop-in visits to the librarians, and a deficit in full-time librarian staff. The previous service model was a tiered reference model, meaning that students could receive help at the Circulation Desk with foundational
questions – e.g. – where can I find this resource or location?, how do I print this?, where are the restrooms?, how do I add value to my JumboCash account/card?, etc. – while also receiving this same type of lower level help as well as more in-depth assistance from librarians in the Research Hub during the hours it was staffed. Stats show that drop-in reference transactions have declined by 75%. The single-service model shifts service from two different locations to one (the Circ Desk) via a triage approach, allowing librarians to re-allocate their time and efforts on high impact, high demand, and high touch areas, such as in-depth consultations with individuals or groups and instructional experiences. Librarians seek to have greater impact by embedding themselves into classes and curricula, and providing greater training in research and scholarship. Librarians still are available during the day via Chat. Furthermore, a single-service model allows for patrons to receive help during all of the hours that the library is open.

Access Services staff have been folded into the model. Greater attention is being paid now to more effective communication between Access Services and Research and Instruction as well as to more consistent, formalized staff training to meet the gap between capacity and immediate patron needs. Other shortfalls that have been identified include 1) lack of awareness of the model shift and ineffective communication among/with library constituencies; 2) service gaps for in-depth assistance after 5 pm and on weekends; and 3) barriers to access to librarians, including physical visibility and contact. The committee inquired as to the timeframe for Access Services staff getting up to speed with training. They also wondered if it was possible to create consultation times on weekends. Currently, the administration does not have a solution for this. A peer-to-peer learning model for library student workers was floated as a potential partial solution option, especially since students need librarian assistance during off hours. Another issue raised was the difficulty scheduling consultations during the librarians’ hours since student and librarian availability don’t always mesh. Communications between departments/faculty and librarians would be helpful with coordination of assignments and needs for librarian services. Members asked if Elizabeth could provide stats for who was being served, particularly the number of grad students.

TCU Senate rep, Sarah Lessin, offered her experience as a first-year undergrad. She was unaware of the subject librarians until this meeting. She tends to look up resources she needs and finds them in the building herself. She said that it would be beneficial for the librarians to have greater visibility, especially re: their services and availability. Elizabeth agreed that she needs to do more outreach to the student body.

Further feedback and suggestions should be sent to Dorothy Meaney, Elizabeth Berman, and David Garman.

4. Update on Library Director Search: Dorothy Meaney

Paul Stanton informed Dorothy that the search is moving forward. The finalized job description will be sent to the Library Committee in the next few weeks, and it will be posted at the end of November. Questions can be directed to Paul.

The meeting was adjourned at 11:45 AM. The next Library Committee Meeting will be on Thursday, November 16th, at 10:30 AM in Tisch Library’s Room 204.