Tisch Library Director’s Report  
Library Committee, January 22, 2014

Room 224  
As reported previously, the ILL office was renovated and converted into a public space for our Research and Instruction Librarians to use for in-depth consultations with students and faculty, either individually or in small groups. The technology will facilitate our existing and growing needs for consultation with electronic resources, data projects, and greater use of multi-media. We have invited the Academic Resource Center writing tutors to use the facility as well. Despite some technical set-backs, the room is fully operational now and has supplanted the reference desk as the primary point for research assistance.

The reference desk will now be called the “information desk” and will be primarily staffed by graduate students, trained to answer directional questions, support the public printers, and provide appropriate referrals to librarians.

University Library Council (ULC)  
The ULC is the University-wide committee that brings together the Tufts libraries (in lieu of a university librarian). Three major staff transitions are underway. With the departure of Associate Provost Mary Lee, Associate Provost LouAnn Westall will now convene the ULC and provide oversight to Digital Collections and Archives (DCA). Jeff Kosokoff, Director of Ginn Library and IT at Fletcher will leave Tufts Feb 6 to become the Head of Collection Services at Duke University. Anne Sauer, University Archivist and Director of DCA will leave Tufts March 31 to become the Head of Special Collections at Cornell University. Given the collaborative nature of the libraries, these 3 transitions have a major impact on library operations at Tisch Library.

White Board Paint  
Three (3) of our 11 group study rooms (rooms 105, 106 and 107) were painted with whiteboard paint, turning 2 walls in each room into a floor to ceiling writing and collaboration space. Students have quickly embraced the idea, using the walls extensively. The rooms are equipped with markers and cleaning wipes. A survey was launched to get feedback.

Trophy Case  
In response to student requests from the TCU Senate, we have purchased a trophy case for the hallway to the Tower Café. The University Archives will be creating some documentation to govern the items, especially if they are not retrieved by students at the end of the term. This case will allow Tisch student groups to display achievements for competitions (such as debates, model UN, ballroom dance, etc.). We will partner with TCU to manage the case.

Room Reservations for Group Study  
Tisch staff from the department of Library IT Services (LITS) approached the Registrar’s office to inquire if the new Tufts Space and Resource Reservation System launched for classroom reservations could be modified to use with our groups study spaces. The Registrars responded with great enthusiasm and swift action! We are now in the final stages of setting up a self-service room reservation system. Students will be able to log into any
computer or mobile device to view room availability in our 11 group study rooms and make a reservation. We expect to launch the service by mid-February.

Circulation Enhancements
The Circulation Desk is now circulating both PC and Mac AV adaptors. It is a 4-hour loan, consistent with other computer equipment we currently check out at our service desk. This Fall, Tisch Library and Ginn Library (Fletcher School) collaborated on a project to align our loan periods. This will simplify circulation periods for community members that use both libraries. Faculty Loans are simplified and amplified into a full 180 day loan. In the past, the loan period was tied to a fixed date—either June 1 or December 1. For all graduate students, loan periods have been raised from 60 to 90 days. Overdue materials are now also renewable online. We have also modified the reserve circulation period so that it is a 4-hour loan for all materials (books, media, and music) at Tisch and Lilly Libraries.

SHARES (Expanded Access to Major Research Libraries)
Tisch Library has recently joined the SHARES program, which entitles Tufts students, faculty and staff to visiting scholar status at a large number of research libraries throughout the world. Membership also confers special resource sharing status that includes delivery of resources not traditionally shared, such as rare books and manuscript collections. Selected members include: Columbia, Johns Hopkins, New York University, Princeton, Stanford, U Penn, and Yale. To visit these libraries, just present your Tufts ID! A full list of members can be found here: http://www.oclc.org/content/dam/research/activities/shares/partners/symbols.pdf.

Collections: Subscription Renewals
Significant work has been completed regarding University renewal of our “Big Deal” subscription packages. These packages are called “Big Deals” because a large number of subscriptions are all licensed through a few major publishers. These multi-year renewals are essential for providing access to content, but contentious since the cost increases to cover these packages place a major strain on our budget. We have successfully renewed with Elsevier for 3 years as a participant in the Boston Library Consortium (5 of the 17 BLC members participated).

Bi-annual satisfaction survey being administered in February. Look for your email link!
Tisch Library has been doing a bi-annual user survey since 1996. The purpose of the survey is to measure the level of familiarity and satisfaction with the library’s services and collections. The survey is administered to faculty and students in AS&E. It is delivered by Institutional Research through an email link. The survey includes a large section that stays constant over the years so that we may measure changes in satisfaction rates over time and a special section that is related to a new or proposed initiative. The survey is the major quantitative piece of the library’s data assessment work. We often follow up the survey with focus group to further elucidate survey findings. Survey data has been used to increase late night study hours, improve group study space, add additional outlets, change library hours, add collaborative work stations, and increase journal holdings. Respondents to the survey can enter to win a $100 gift certificate to Barnes & Noble. (There is one faculty winner each time!)