

SENIOR MANAGEMENT GROUP

Meeting Notes of Wednesday, October 12, 2016

PRESENT: J. Adamick, M. Billings, L. Button, C. Connare, S. Krash, S. Lariviere, R. Lewellen (facilitator), S. Neame, M. Schmidt, B. Shelburne, V. Sin, R. Vachula (note taker), A. Vadnais, T. Warner, C. White

ABSENT: J. Antill, S. Hutton, K. Leigh, S. Stangroom

GUESTS: A. Kiraly

A. Introduction – Facilitator – Rachel Lewellen

B. Dean of Libraries' Comments – Simon Neame

ARL Meeting: In September, Simon attended the ARL Meeting in Washington, DC. This was his first time attending this meeting as a Dean. Topics discussed at the meeting included assessment and Sci-Hub. Simon also attended the ARL Fall Forum, which focused on libraries and archives as agents of social justice as well as intercultural communications.

BLC Meeting: At the September 22 meeting, the BLC board discussed growing the membership using the affiliated member category. Also, a new leadership development program was proposed by the AUL community of practice. Funding was committed for this program that will focus on individuals interested in moving up to AUL/AD positions in academic libraries.

Budget: There have been various discussions with the Provost, Deans, and Campus Leadership Council around the budget. For FY18, the colleges and the Library will be asked to reduce their budgets by 2.5%. This may not be the final number, however, as it will depend on the state allocation. Simon will provide more details in the coming weeks.

C. Personnel Updates – Vannoch Sin

COMING & GOING:

Mike Zombek – DML Desk Supervisor (second shift). His first day was Tuesday, September 27, 2016.

Tanya Pearson – DML Desk Supervisor (Sunday to Thursday schedule; 35-week position). Her first day will be Monday, October 31, 2016.

SABBATICALS

| In progress: | Dates: |
|---------------------|-----------------------------------|
| Kathy Leigh | 5/29/2016 – 11/26/2016 (26 weeks) |
| Brian Shelburne | 2/24/2017 – 8/11/2017 (24 weeks) |

CHANCELLOR'S DIVERSITY ADVISORY COMMITTEE

CDAC met on 10/7/2016. The President's Office has purchased an online training program from The Law Room for all UMass campuses. Online training will include mandatory workshops, such as Title IX, Diversity & Inclusion, and Workplace Bullying. It is expected the training module will be rolled out within the next few months.

The committee reviewed the 2014-2015 Affirmative Action Plan at a Glance (can be found here <http://www.umass.edu/diversity/data-policies>).

Recently hired Faculty Advisor to the Chancellor for Diversity and Excellence, Anna Branch, presented on the upcoming campus climate survey. It was mentioned that the campus is interested in looking at the relationship between climate and retention. The confidential survey will be sent out to staff, faculty, as well as students on November 13th, and open to respondents until December 3rd. The survey should take 15-20 minutes to complete. *Please ask your staff and students to complete the survey.*

VACANCIES IN SEARCH

Department: IRM

Job Title: Discovery and Resource Management Systems Coordinator

State Job Title: Librarian III or IV

Search Committee: Steve Bischof, Naka Ishii, Sally Krash (chair), Rick Leveille, and Annette Vadnais

Posting date: 8/29/2016

Closing date: 10/24/2016

Status: Advertised

Job Title: Metadata Librarian

State Job Title: Librarian II or III

Search Committee: Meghan Bergin (chair), Heather Deirdre, Erin Jerome, Aaron Rubinstein, and Brian Shelburne

Posting date: 8/29/2016

Closing date: 10/10/2016

Status: Advertised

Department: RLS

Job Title: Law Reference Librarian

State Job Title: Librarian II or III

Search Committee: Paulina Borrego, Mike Davis, Laura Quilter (chair), and Judy Rohan

Posting date: 7/22/2016

Closing date: 8/26/2016

Status: Interviews are being scheduled.

Department: UTLS

Job Title: LC Desk Supervisor (Grade 14) half-time position

State Job Title: Library Assistant II

Posting date: 8/25/2016

Closing date: 8/31/2016

Status: First search was cancelled and being re-advertised. Interviews are being scheduled.

Updates:

- At the Academic Personnel Coordinators meeting this morning, it was announced that all faculty are deemed “responsible employees” under Title IX. The Dean of Students and Equal Opportunity & Diversity are the responsible agencies. An email from the Provost’s Office will be sent to faculty and librarians soon. Training will be tracked through employee netIDs.
- Interview Exchange is going to be replaced. The University is working with a vendor for a new system. Vannoch will share more information when she has it.

Questions/Comments:

- What about staff that are not librarians and supervise students? Are they considered “responsible employees” under Title IX? (This is being reviewed.)
- At other universities, all employees (faculty and staff) have this responsibility.
- Does the University have a Title IX coordinator? (Yes, Débora Ferreira.)
- What are the two library positions mentioned in the Strategic Investments document that was sent out? (Research Data Management Librarian and Research Librarian with a Digital Humanities focus. The original document listed two “twenty-first century librarians,” which was too vague. The Research Data Management librarian was identified at the 2015 SMG retreat. The Digital Humanities position is something we want to investigate.)

D. Facilities Updates – Terry Warner

- 12th/13th floor project – Proceeding along. This week we will be meeting to review the final furnishings for the floors.
- 6th floor – The designers are still focusing on the furnishings and color scheme for ICL area. Tuesday, October 11th was the first project meeting. Project meetings going forward will be every Tuesday from 9:30-10:30am.
- 25th floor SCUA renovation –The cost estimate for the expanded reading room and immersive classroom/seminar room were received and shared with Central Development. Central Development will be meeting with the donor in October to review the proposal and cost estimates. Whether or not this project moves forward to construction will depend upon the donor’s ability to find funding.
- Remote book drops – The remote book returns are both in operation. Once the staff are comfortable with the process for emptying the remote return we will do a large promotion.
- Room 2220-2238 – The rooms have been painted. Carpet has been received. Installation of carpet should be completed this week.
- Room 1920 – The room has been turned over for use. Staff can book the space on libwire. At some point telecom will need to complete the wire rollup and the outside vendor will return to complete the acoustical panel installation when the new panels arrive. There is also an equipment request for a 70” Smart TV in process which will be discussed as part of the equipment process next meeting. Until the equipment has been approved this room is available only as a meeting space which does not have technology.
- Summary of the Library/Plant meeting held September 23, 2016:

- Plant update on past items:
 1. Status of handrail project – The estimate for the project was almost \$40K. The project has been put in for wintersession funding. If there are handrails that are currently hazardous the library should provide physical plant with a list and they will attempt to address those earlier than wintersession.
 2. Status of 'skins' for hand dryers – Excel claims they never received the PO. Pam forwarded a copy and the project appears to be back on track.
 3. Status of camera installation in elevators – The restrictions for when work can be done are such that physical plant thinks this will need to wait until Wintersession to avoid overtime charges. Terry Warner asked how long each car would take. It is estimated four hours. Terry suggested 6AM-10AM when elevator traffic is slow and asked if one car could be done a day until completion. Update: Physical plant has confirmed they will be completing the installation over Thanksgiving week. The contractor will be working Nov. 21-23 from 7am-3:30pm each day. Staff should expect delays as one car at a time will be taken out of service.
- New items:
 1. Shut down notice 9/23/16 8pm-midnight (custodial)- Terry asked if custodial was aware of the water shutdown scheduled for that evening. The response was 'yes'.
 2. Bike Racks – The question was asked about installing more bike racks. Without the racks students are chaining bikes to the fence. Pam Monn responded there are no more bike racks in the So. College plan than what we see outside today. However, she and Terry can look at possible areas to add bike racks when they next meet. There is some money in the Promenade endowment which could be used to pay for them. Pam also noted several of the old style green bike racks will be temporarily removed, sent to the campus shop for spray painting black (the new standard) and returned. Update: Pam and Terry reviewed areas around the deck where bike racks might be installed. Pam will speak with facility folks about the locations. If there is money and time to get the racks in before winter it will be done otherwise this will happen in the spring.
 3. Trash/recycling pickup deck – It was noted the trash bins are overflowing on a regular basis and there are fewer of them outside on the deck. Pam Monn responded several were taken out due to the So. College construction and they will be brought back when construction is done. She also noted Waste Management is behind in picking up trash and recycling after trying to keep up with campus events being held outside.
- Other items? –
 1. Landscape services planted mums in the planters in anticipation of the Libraries Donor Fall reception over the weekend. However, they did so prematurely because with the water ban still in place they have no way to water them. The mums will be taken out after the weekend event and returned to the greenhouse until such a time as Landscape Services can properly maintain the plantings in the planter. Update: With the recent rains

Landscape Services has decided to leave the mums in place where people can enjoy the colors rather than hide them at the farm.

2. Pam asked about Library hours the week of Thanksgiving. Terry responded the hours were reduced and similar to Spring Break week. Pam and Ray Jackson both stated this would be the week to schedule work, such as completing the carpet cleaning and other maintenance tasks.

Updates:

- The next PAWS therapy dogs program is scheduled for October 19. Most of the dogs will be in the Student Union Ballroom. There will be no more than two in the Library from 11 a.m. to 1:30 p.m. This is the campus' officially sponsored therapy dogs program. Another program will be held in December.
- Yesterday Sheryl posted on LibWire about the water shutdown between 7 a.m. and 3:30 p.m. today. The shutdown is only expected to be for three hours. The Library tends to have issues with discoloration in the water when we have a shutdown.
- Temporary walls on the 6th floor will start being put up as part of the project to move the Image Collection Library to Du Bois. Some construction activities are expected to start on October 17. On October 24, the demolition of walls will begin. The twelve public computers on that floor will have to be removed to make way for the temporary walls. Systems plans to remove those today. After construction is done there will not be room for twelve computers; there will possibly be room for six. Right now there is a public print and copy station on that floor. These computers might become IT computers and, if so, the printing and copying will have to be rethought.

E. SMG Executive Committee Updates – Leslie Button

SMGEC met on October 11. Simon has assigned SMGEC the task of reviewing the Libraries' 2010-2020 Masterplan with the goals of:

- Outline progress and accomplishments toward the recommendations
- Outline what remains to be accomplished, articulating why these items are important for the Libraries and the campus in the context of the University Strategic plan

SMGEC agreed to form 2 subcommittees to create these outlines; membership as follows.

- Recommendations accomplished/completed
 - Leslie
 - Mary Ann
 - Terry
 - Vannoch
- Recommendations that remain to be accomplished
 - Carol
 - Jessica

- Maxine
- Sally

Timeline for completing outlines: December 1, 2016

The outlines will be combined into a single document to share with SMG by early January 2017.

F. Topics for Discussion

1. EDS Update – Sally Krash

The EDS implementation is coming alone. The initial SFX feed to EDS has been set up and Steve is automating this so they'll be updated regularly. Sally and Heather are working on customization of the interface and Ian will be meeting with them tomorrow to work on this. The last piece is to get all of our databases turned on for Discovery. The planned launch date is the day after finals, although we may not have it visibly on the website that day. The goal is to have it ready for use for the spring semester. It will run parallel with WorldCat Local. Usability testing will be finished by the end of spring semester, and EDS will be fully implemented in the summer, when a working group will officially decide what to call it. "One Search" is the name IRM is leaning towards. They are currently at a records management point in the setup.

Link Resolver (SFX) records can be generated to load into various access and discovery systems. Most libraries load these records into a) Google Scholar and b) OCLC WorldCat to keep LHRs (Local Holding Records) current for resource sharing purposes. Some libraries load these records directly into discovery (the other 4 college libraries does this), while other libraries load them into their ILS and then discovery (Tulane does this and uses Primo for discovery). We load these records into both right now (Aleph and WorldCat Local). Sally proposes that we stop this practice before full implementation of EDS, and move to loading these records only into discovery (EDS) to sync up with what the other 4 libraries are doing.

What that means: You will not find all ejournal records in the catalog; specifically, you will not find those that are contained in subscription databases. (This is currently the case for many resources anyway, as we are not loading link resolver records for all resources into the catalog for various historical metadata management reasons.) You will find all ejournals in the ejournal list that you link to from the library website - http://sfxhosted.exlibrisgroup.com/umass/az/?param_pattern_value=. EXCEPTION: You will find ejournal records in the catalog for ejournals that we have an order record attached to (subscription journals).

The future of the library catalog: Many academic research libraries are moving away from the catalog search interface in favor of the discovery search interface. New systems, like ALMA, do not even provide a public search interface for the catalog. In systems like ALMA, the catalog has become an inventory control/records management system and access has

moved entirely to discovery. See this example of an ALMA library - <http://www.library.northwestern.edu/>.

Questions/Comments:

- Our ultimate goal would be to have everyone look at that discovery layer.
- We should be doing what the other four colleges are doing. We will be migrating in a few years and it will help if we're all on the same page.
- The statistics of the discovery layer vs. the catalog show that WorldCat is the winner and Aleph lags behind.
- We will need to train staff that as of a certain date these things won't be in Aleph or WorldCat.
- Can you differentiate which searching comes from staff computers? ILL is searching all of the time. (We might be able to do that. Sally will follow up with Steve about this.)

2. Social Media and Student Worker Engagement – Carol Connare, Alison Kiraly, and Annette Vadnais

Carol, Alison and Annette presented a proposal to engage willing library student workers in the Libraries' social media efforts. Student workers would be invited to post library messages on the library social media sites during their shifts. Alison and Annette would be the moderators of the sites.

The Libraries' Facebook page is currently set up as a page. A group would be a more collaborative space.

Questions/Comments:

- Students helped with the SCUA Facebook page initially.
- Students prefer platforms such as Snapchat and Instagram.
- The "Overheard at UMass" Facebook page is pretty active.
- Many of our donors are on our Facebook page. It would be a benefit to have students post on this. This is also a way to figure out what the students like about the Libraries.
- In areas such as Building Operations, students are not allowed to have their phones at work. Parameters/guidelines need to be specific. We don't want to send a conflicting message.
- Will this take some of the luster off of it if it's part of the students' jobs? (They would only have to post once a day. A large part of building your following is interacting with other sites by liking photos and sharing things.)
- We should try this.
- Like the peer-to-peer idea.

Decisions/Next Steps:

Guidelines will be drawn up and brought to the student supervisors group. Service point supervisors will be contacted to discuss if it is appropriate for their students to do this.

3. Hand Sanitizer Stations – Terry Warner

When the H1N1 virus was going around, EH&S provided hand sanitizer stations and refills for public spaces. There were two stations located on both sides of the elevator lobby, one in the LC, and one in Circulation/Reserves. Over time the departments decided they no longer wanted/needed them. The lobby ones were the only ones remaining. EH&S decided it cost too much money to provide refills (a case of two refills cost \$66). Also, the dispensers run on batteries and we were going through a lot of them. Staff did not want to do the maintenance, so building monitors were constantly being called to refill the stations or replace batteries. The two hand sanitizers that were removed have disappeared from the basement; Terry believes EH&S took them back. If departments want them, we have to buy them ourselves. The dispenser and stand cost just over \$100. Building Operations staff do not have the time to maintain these hand sanitizer stations. Someone within the department has to be willing to refill the stations and replace batteries.

Questions/Comments:

- IRM just wants hand sanitizers. Can we just buy industrial-size bottles and put them in a central location?
- People often think of hand sanitizers as replacing hand washing and normal hygiene. Washing your hands and keeping them away from your face is much better than using hand sanitizer.
- We can't have people running back and forth to the bathroom, and don't have a sink in our area.
- What happens if someone has an allergic reaction or the smell bothers them?
- We should try allowing hand sanitizers and see how it goes.

Decisions/Next Steps:

- SMG approved allowing hand sanitizers for departments (but not for personal desks).
- Terry will look into a health supply company to see how much hand sanitizer costs.

4. LibQual Recommendations: Six-Month Update Process – Rachel Lewellen

The LibQual recommendations will be revisited at the October 26 meeting in order to check in on progress. The spreadsheet is available [here](#). Please note progress, barriers, and next steps. If an item is done, this can be noted. If an item didn't have an expected outcome filled in, please look into adding this information. The deadline is Friday, October 21. At the October 26 meeting, we will discuss whether SMG needs to do anything to move these things forward.

G. Project Updates, Breaking News, and Announcements

- A collection assessment webinar is taking place today.
- This Friday is the second annual birds of prey event from 1-2:30.
- A cardboard cutout kangaroo will be placed in the Library with an “I have a library in my pocket” sign. The kangaroo will also be placed in SEL at some point.
- One November 10, the Five College User Experience Committee will hold an event at UMass focused on LibGuides.

H. Agenda Topics for Next Meeting – Wednesday, October 26, 2016

- Equipment Requests – Terry Warner
- 2015 LibQual Recommendations Check-In – Rachel Lewellen
- Responsible Use and Privacy Statement – Rachel Lewellen

I. Meeting Wrap-up – Facilitator

Supporting Materials (Available on LibWire)

- Agenda for October 12, 2016 Meeting
- EDS Update on Link Resolver Records
- Student Employees & Library Social Media Sites
- 2015 SMG LibQual Recommendations – 6-Month Progress Update