Members in Attendance: Shelley Arlen, Dale Canelas, Michele Crump, Lori Driscoll, Carol Drum, Martha Hruska, John Ingram, Erich Kesse, Ann Lindell for Gary Cornwell, Cathy Mook, Jan Swanbeck, Carol Turner, Robert Shaddy, and Steve Shorb.

1. SPIT on hours

Steve Shorb reviewed the SPIT report for the additional analysis of LIBQUAL+ question 19, “Convenient business hours.”

- Initial Evidence:
  - There were two red zones on our evaluations from faculty and graduate students. As a national trend people were dissatisfied with the complete runs of journal titles parameter. Given that we were unique in having red zones under convenient business hours that is what we chose to analyze.
  - Respondents were asked to give three scores. A minimum acceptable and desired maximum, which in combination tells us how important those areas are to people. The spread between these two numbers is their range of tolerance. There is also a perceived actual score, which tells us how they actually perceive we are doing. Hopefully this score falls between their minimum acceptable and desired maximum score. When the score falls below their minimum acceptable then a deficit in service or a service quality gap has occurred (red zone). This analysis was done to address our service quality gap in convenient business hours.
  - Desired score (8.41) for Question 19 was very high. The minimum score (7.13) for Question 19 was also highest. This indicates that users have high expectations for this dimension of service, and reinforces the results for desired scores. A service quality gap is indicated by the perceived score (6.93) being below the minimum score (7.13). National averages did not show a service quality gap in this area, indicating that we may be under-performing our peers in this area.
• Statistical Analysis:
  o Cases were selected where the perceived score was less than the minimum score. There were 194 out of 700 cases where this was true – about 27% of all responses. These cases were then grouped by academic discipline. All levels of users were included, to see if the results would clearly identify specific locations where dissatisfaction with hours was predominant. The absolute number of dissatisfied cases is greatest in Agriculture/Environment, Social Sciences and Engineering. While this points out a possible concern with service to IFAS (perhaps due to distance from their facilities to library locations), it is not conclusive. After all, the libraries serving these areas have the longest hours.
  o Next, the same cases were grouped by role – which shows student and faculty levels. The greatest number of cases with dissatisfied scores was Masters and PhD graduate students. The percentage of dissatisfaction was highest for those two groups (about 30% compared with 20-25% for other categories).
  o Given the large number of dissatisfied graduate students, an analysis was done to show average perceived scores by academic discipline. Lower perceived scores were shown to occur in Architecture, Communications/Journalism, and Performing/Fine Arts. Higher average perceived scores were found in the disciplines served by longer-hour facilities (with the possible exception of Humanities).

• Qualitative analysis of comments and other data:
  o Lori Driscoll prepared an analysis of written comments from the LIBQUAL+ 2002 Survey. It can be summarized as follows:
    ▪ Only faculty mentioned the semester break hours
    ▪ Only 10 of 32 comments from all role types mentioned 24-hour library
    ▪ Longer and/or weekend hours were suggested at: Science (2), Music (2), Maps, Microforms, Library East, Special Collections, LE Reading Room, and Latin America Collection
    ▪ Longer hours were suggested, but specifically weekend hours, especially Saturday night. A couple mentioned earlier hours or extended hours year-round
At least some of these observations are supported by Carol Turner’s recent door poll on Library West hours, and a follow-up poll focused specifically on Saturday hours. Her summary:

- 16 said don’t cut other hours to extend Saturday. Of those about 1/3 indicated that current hours are OK while about an equal number made strong statements on the importance of library hours. 10 suggested closing earlier on weekdays to support later hours on Saturday (one person suggested Fridays, another Mondays and Tuesdays specifically). One suggested closing earlier on Sunday, and one suggested opening later in the morning.

These door polls also indicated reasonable support for a library fee (at least by graduate students) to provide additional hours.

A review of circulation statistics at Library West shows that checkout activity drops drastically during late night hours, suggesting that the primary use at that time is for studying.

A study of late hours at MSL in 1991 indicated fairly low use when the library was open overnight during an exam period. Again, late night use was observed to be primarily for quiet study. However, since many library services are not offered during extended hours, it is difficult to comment conclusively on patterns of use during those times.

A door poll is being designed to survey users at the smaller library locations that have shown the most dissatisfaction with hours.

The Graduate Student Council has been contacted with a proposal to co-sponsor focus groups or more detailed surveys to better determine graduate student needs for library services. In addition to clarifying the need for convenient business hours, these efforts could provide more information on many dimensions of library service to graduates.

Conclusions and possible actions:

- Dissatisfaction with library hours is most prevalent among graduate students in disciplines served by libraries with fewer operating hours.
- Groups served by Marston Science Library seem more satisfied with the hours offered than other groups.
- There seems to be a general trend in comments that Saturday hours should be extended. Extending Saturday night hours at West should be considered.
- Shortening late hours (except Saturday), or some morning hours at West could result in more resources for extended hours elsewhere.
- Consider shortening late hours in coordination with construction schedule for West.
- Consolidate opening and closing times at various locations.
- Adjust hours in response to graduate student input given in additional surveys and focus groups (specific actions to be determined).
- Consider closing short-hour locations, or moving more of their resources to longer hour facilities.
- Provide a 24-hour study hall within the library.
- Increase delivery options outside normal hours.
- The availability to use microforms on the weekend needs to be reviewed. Perhaps we can secure lenses to the machines or have lenses available for check out at Circulation desk.
- The possibility of using TA/RAs to help extend hours of operation should be considered. The Library would need to approach departments and/or administration about support.

- Health and Law responses were not specifically analyzed. Health conducted its own LIBQUAL+ Survey. Steve will send our results to Law. It may be interesting to review Health’s survey results since they have a 24-hour study room.

- The next step is to get managers responsible for the various areas to attend next Library Council meeting and give comments, thoughts, or ideas for possible actions or conclusions about what SPIT has done thus far. When we have a firm idea of the changes we want to make we can begin looking at the associated costs.

- Dale noted that we do have to meet graduate students needs because the university is making a real concerted effort to increase the size of the graduate student population, decrease the size of the undergraduate student population, and increase distance learning.
2. JT Meeting results

- Technical Services – Martha Hruska
  
  o Previously we discussed the need to close our books by the end of March for the ALEPH transition. Now there is a lot of optimism that we could wait to close out NOTIS for Acquisitions purposes at the end of the fiscal year. We would still have to close the catalog at the end of March.
  
  o Decisions about the indexing issues worked on by the Joint Steering Committee (co-chaired by Denise Bennett) have been settled. They will be used as a basis for setting up a state university library committee that will make determinations about what kind of indexing requirements might be expected for the SUL union catalog.
  
  o FCLA has signed to get SFX and Metalib from ExLibris. SFX will help link to journal articles and Metalib will support cross database searching and serve as a portal. FCLA will be forming an advisory committee to advise on implementation issues. We will need to appoint someone to serve on this committee.
  
  o UF will have a portal prototype ready in January and a usable portal in March. It was agreed that the Library should seek to have someone on the UF committee for this.

- Collection Management – John Ingram
  
  o John commended the members of the Library committees that have been working on the ALEPH implementation and felt we should find a way to recognize all the hard work.
  
  o ECC and CMC met on Tuesday, 11/19. The first part of the discussion focused on electronic resources. As a result of the $450,000 budget shortfall ECC has compiled a list of suggested deletions for FCLA funded databases. Athena Hoeppner has written a report that will be given to Dale 2:00pm tomorrow. The second part of the discussion focused on Kluwer, Elsevier Wiley, Blackwell, and Oxford University Press. We will receive modest increases for Kluwer, Blackwell, and Oxford University Press. We are going to start including the ability to do electronic ILL into all of our licensing agreements and wait for the vendors to respond to it. There will be no shared content under the new license for Academic Press titles and Harcourt Health Sciences. We will continue to have access to what we have purchased previously. However, in the future we will
only have access to what we subscribe to individually. Print costs and access fees equal about 5.5 million for the SUL. There are inconsistencies for what they say we subscribe to individually and separately. This must be addressed.

- Wiley will have a contract until the end of 2003. We will use this period to swap out duplicates for things that we don’t currently have. We are trying to do the same thing with Kluwer and Elsevier.

- CMC – our current packages (especially Elsevier and Wiley) are not giving us archival access in an easy fashion. The group discussed switching to electronic only access to journals. Sciences, Medicine, and Law are ready to switch. Social Sciences are only halfway ready. Humanities are not ready to switch. The group wants to put together a proposal with the help of the SUS Directors (after their meeting in early December) to identify titles we want to keep and compose a plan by which we can guarantee that there will be at least one paper copy to every electronic journal to which we have a subscription. CMC wants to work out a solution that will allow us to have paper, have it where it should be, and distribute the cost among the institutions. The possibilities of two depositories were discussed. One in the south and one in the north. There are concerns about our ARL statistics if we go to electronic.

- Public Services – Carol Turner
  - Many institutions did not have representatives for Public Services. NCF, FSU Med School, and FIU-Law School were new attendees.
  - SFX and Metalib will be wonderful for users.
  - The OPAC sub-committee has issued a report. Carol suggested that everyone read it.

- Digital Library Center – Erich Kesse
  - All day Tuesday was spent working through technical issues.
  - The visual collection server can be used to view maps. Photographs will follow. There are some selection issues and a public service review is needed.
  - In terms of development there are more institutions that now have tech capacity. Now that there is this capacity DSPC will look at expanded partnership issues.
Special Collections – Robert Shaddy

- There is a strong interest in DSPC reform.
- Technical training is an issue. There are a lot of collections that require technical training of staff to process.

ETD Group – Martha Hruska

- Everyone is interested and the end result would be to build a database of the theses and dissertations for the state of Florida.
- A draft charge has been issued and a conference call is being set up.
- Dale requested a copy of the draft charge.

3. Report on TEAMS committee progress

- A library committee will be assigned in spring to look at our support staff structure.
- The Human Resources department is reviewing class minimums and maximums to map how we look now as far as compensation and then will look at qualifications along the same parameter.
- UF TEAMS implementation is still slated to move forward in January.

4. Update on building programs

- Scheme C plans from the architects were displayed. If this plan is approved the following is currently planned:
  - This design will leave approximately 60 spaces for parking.
  - Library West and the new addition will connect at three levels.
  - Facilities will be on the main floor
  - The second floor will be comprised of the main entrance, Access Services (public and staff offices), classrooms, a 100 computer cluster, the exhibit new book area, group studies, carrels, and mixed seating.
  - The new wing will be mostly devoted to collections because it will be built in such a way that we can have compact shelving on all three floors.
  - The third floor will be comprised of Reference and CM (both public desks, and staff offices), an 80 computer cluster, periodicals, microforms, audio visual, public and staff area, group studies, and mixed seating.
  - The fourth floor which will only be in old West would be assigned to personnel, payroll, seating for students, some group and faculty studies, and dissertation carrels.
o A hidden garden on the top of the third floor has been requested for the addition.
o The fifth floor will be comprised of Administrative offices, conference rooms, staff lounge, and mixed study spaces.
o The sixth floor will have graduate students services and carrels.

5. **DSpace Report**

- Dale recently attended an ARL workshop on Institutional Repositories where they discussed initiatives to collect electronic publications of faculty. She asked Martha to attend MIT’s D-Space Symposium Nov. 4. D-Space is an initiative to collect pre-prints and other research, possibly including data sets from faculty. The program infrastructure was written by Hewlett-Packard and library staff developed templates so that faculty or a department coordinator can do the metadata for submissions. The Library serves as a clearing-house, provides guidelines, pulls submissions together, and has oversight of the program. The documents accepted will be preserved and moved forward but will not be catalogued.
- MIT’s ETDs will be mounted in D-Space.
- Their president spoke of how D-Space is complementary to their open courseware initiative.
- Eight other universities are participating.
- Information on D-Space itself is available at [http://www.dspace.org/](http://www.dspace.org/)
- Dale and Martha will discuss D-Space with Chuck Frazier and the academic tech person on campus because this cannot be just a Library initiative. If we were to pursue this initiative, it would be important for there to be a high level university statement that this is a goal and something we are trying to accomplish.
- Martha is talking to Priscilla Caplan at FCLA about the archival process for storing theses.
- Martha will take this topic forward to ITAC.

6. **Approval of web Standards, Guidelines, and Procedures document**

7. Desktop Delivery

- Steve distributed a memorandum from SPIT to the Library Council in reference to desktop delivery. A more thorough discussion about desktop delivery will take place at the next Library Council meeting.

8. Dean’s meeting

- The university is changing its policy regarding tenure; faculty will come up in their 6th year. There is also a new, mandatory third year evaluation. The Library committee that is developing this process will need to complete its work by Spring 2003.
- The University has selected People Soft as its software provider for administrative routines and it will be implemented over the next two years.
- A long list of decisions that the University is making over how to spend its money over the next several years based on its strategic plan was distributed at the Dean’s meeting. The Dean’s are being given the opportunity to review it and meet with David Colburn if their college is not fairly represented. The Library is mentioned a couple of times. The UAA and UFF will be asked to find funding for the Library. University administrators are asking for more money from over head and they are concerned that the Library get the resource funding it needs to do the job it needs to do for the institution.

9. Internationalization Program

- Robert Shaddy reported that the program went well. He will have a meeting in early January with Special Collections and Areas Studies Centers to try and link what each is doing to help accomplish internationalization on campus.
- Steve Shorb believes we need better display capabilities to help support activities of this nature.