

Text of public invitation to SU campus...

Open Forum
Peter Graham Scholarly Commons, Bird Library
Wednesday, December 9, 2009
11:00 am – 12:30 pm

What is a Library?
...a continuing conversation on the future of SU Libraries

- What is the role of SU Library within the University?
- How can the Library support the University's mission?
- Does the Library adequately support faculty and student scholarship at SU?
- Why does SU Library need a storage facility?

Please join the Librarians and Administration from the Library's *Department of Research, Collections & Scholarly Communication* for an Open Forum and collegial conversation about academic libraries at research universities. Our recent plans (and your responses) related to off-site storage of library materials demonstrated the need to continue this dialogue and engage the entire campus.

Let's work together to ensure the library meets the resource needs of this campus.

If you can't make the forum but want to contribute to the conversation, please email your comments to Charlotte Hess, Associate Dean of Collections, Research & Scholarly Communication at hess@syr.edu. We appreciate your support.

The following is a copy of the notes taken by Nancy Turner, Senior Program Officer for Research and Analysis (Program Management Center), during the 12/9/09 Open Forum at Bird Library. The document was converted to Microsoft Word for easier access and readable format, but the original PowerPoint file can be made available on request. Each bullet point below reflects comments made by participants; for easy reference we have highlighted questions that required further research by the Library. These highlighted questions will be answered at or before the next forum, which we anticipate scheduling in January or February 2010.

- Browsing on shelves
- Space needs
- 24-hour access not adequate
- Library's primary mission – related to usage of space?
- Space argument is disingenuous
- We are sending an anti-intellectual message to students
- Mission of academic libraries is changing
- We have a diverse community of students and faculty
- With changed models of usage
- Need to investigate all opportunities
- What is the mission of the Library?
 - Gather, organize, disseminate and preserve scholarly record
 - Improve student and faculty outcomes
- Competing need for a scarce resource
- Diversion of funds away from academic resources
- Mission of library is to offer maximum amount of resources to students and faculty
- Ideological shift in what university is doing is needed
- Funding is needed before action can be taken
- **Question ** significant reductions in library collections; 98% capacity is not accurate.**
- Budget constraints
- Mission of library – what new things should the library be doing? Storing books in one way or the other.
- Specifics on type of new services – who are new services going to change and who is asking for them?
- **Question** What is your definition of need for more library space? Have you done a formal study that can be shared?**
- What do we mean by student outcomes?
- What do we mean by cultural and scholarly record?
- Library is being asked to do job of University. Job of library is Charlotte's #1
- Doing away with library instructional sessions; academic research is tough and taking away this service is cutting away services to students

- Discover database – heck of a time using it
- Do not have academic resources to do research
- We should not have grad programs that we cannot support (architecture)
- Faculty cannot compete because they don't have the resources that are available at other universities
- We need to document what faculty need; what don't they have
- Library's needs – we think study space; library closed at 10:00 pm – increasing hours of library
- Re-modeling – students believe that this is for new study space for students
- **Question** Space for academic integrity?**
- **Question** Mandate from faculty committee to move collections out of the building? Need to know more about conflicting mandates. What faculty committee is being referred to?**
- Changes to interior of building without consultation with faculty
- Many of us use books and come here a lot; I use interlibrary loan, we are lacking in some areas. We photocopy out of books, journals.
- **Question** Security of library has changed; books and documents going out the doors; beep at gate and nobody does anything.**
- Sensitive to constraints financial and spatially; problems appear to be largely manufactured
- Compressed shelving has been removed; space exacerbated by decisions library has made
- Space for classroom; can be met elsewhere on campus
- Focus of financial constraints pushed to administration
- Decisions about space made in contradiction to library's primary purpose
- Competing interests may exist; what is larger mission of University; what can ONLY be served by library; other purposes may be served by other buildings on campus
- Concern about what kinds of decisions are made by library
- How and when can students and faculty be involved in decision making?
- Re-iterate, library is being asked to do other things; Schine is not used effectively; why is burden placed on this building?
- Frivolous use of space; journals disappeared
- Conversation should have taken place 3-years ago
- Compressed shelving thrown away
- Mythical Master plan – the bridge
- I need my periodicals here in the building
- Departments need to be involved every semester; there are different needs across the campus
- Need to create structures of communication between the library and departments
- Academic department chairs need to appoint someone
- Why was the library web site re-designed? Interface looks more like Amazon but not as good; I'm not against change; but positive change, not negative
- New library interface is more useful for me. Just have to work to learn how to use it.
- In my grad research, library here had adequate resources for me. Through collection and interlibrary loan – it was easy to order things; cooperation from librarians
- Each faculty member has responsibility to help build the library.

- Maintenance of a collection is a concern; I want it to be here in the future; must be addressed by colleges, departments and the library
- There is a perception that space has been misallocated. The solution is to put books back into basement of Bird.
- Petition-signing in the library; 1000 signatures. (This document will be posted with these notes).
- Undergraduates repeat – library is for books; stacks in the library important even to internet-savvy students
- No one here is advocating that we just need books and we'd only look at print; all recognize that Internet makes our research easier
- There is still a need for books and journals
- Art history journals reproduced online quality is horrible
- Want to see other technologies used effectively
- Decry loss of the print
- Need to be aware that there is no absolute function of the library – we need to engage together to figure out what that is
- Future of the libraries – need to be willing to investigate different opportunities; look at this from all angles
- Sea of students at Bird on Saturday. Students needed help; putting students in Schine is not the same as having someone to help.
- There really are competing needs here
- Faculty and students – who drive this university need to come together to determine priorities
- Schine can be a challenge to use as a student
- That will take money; study on hold to understand what students need. Study costs money. What do students, faculty think is the core of this university
- Appreciate lack of space on campus; need better use of space on campus; space should be used appropriately
- Use library online; I come online to use library resources; those need to be more robust, easier to find; easier to use.
- New website not as user friendly as we would like
- Have parts of faculty orientation progressive dinner here in the Library; get feedback right then
- Major issue is money; important for faculty to partner with library to advocate for that
- Need to think about a new library, new building; our status as an ARL library may be in jeopardy
- University Administration does not see this as a priority? I don't get the feeling it is.
- What are students asking for? If they say they want more study space, should we do that? The library is still a place for books
- Definition of University; 3 pillars; faculty students library – all over the world
- Money – small portion of University's endowment should support the Library
- Library should be getting additional money
- Digital collections should change our notion of space; we should have even more space in library for books

- Priorities – same people as in room today should be discussing the University priorities
- Having books and resources here is not enough; we need space to interact with Librarians
- A lot of people take the library for granted; keep in mind the segments that are not here and may have different needs
- We don't mind the library being used as a social space; but balance is important. Security situation is out of control. (Books going out the door).
- Some of this is our fault (faculty) but now we are engaged.
- Need balance
- Importance of private space
- **Question** What % of collection has gone missing? Is security completely lax?**
- Book person/electronic person – an artificial dichotomy
- 10 clicks to find out how to donate to the University
- Giving to the Library is not brought out appropriately
- What do faculty think that students need? It's not just what students need.
- Other things we do in the Library – 400 instruction sessions. Helping them to use books and resources; conducted primarily in the library space. Much of that is right on the floor of the Learning Commons.
- Balance between traditional and new/emerging functions of the library
- Remember that this is a library system – we already have an offsite facility – warehouse downtown, Sci/Tech.
- Cannot de-accession while we are listening to input
- Not one library versus another in opposition. Carnegie was a closed stacks with big open reading room – that was a waste of space.
- What is happening here replicates what happened 100 years ago
- Balance of different uses of space (gathering, stacks)
- Master plan is facelift
- Prioritization of aesthetics over functionality?

Next Steps

- Response to request for formal studies; % of inventory going in and out
- Website could be utilized as blog or public forum. Great focal point to get direct feedback and collection place
- Answer questions posed today before next meeting
- Acknowledge competing interests; how best can we move on?
- Next meeting should be held elsewhere (not in this building)
- Library has an excellent staff; there is just so much they can do
- Invite Chancellor Cantor
- \$17 million dollar budget – out of that:
 - \$7 million is collections
 - \$9.3 million is salaries
 - \$700,000 for student assistants; project money
 - We don't have the additional money

- Library is in need of a capital campaign
- Mission – serve information needs of faculty, students and staff. Benchmarking numbers for next meeting.
- **Question **For next meeting: How does Syracuse compare to peer institutions; flows away from print to electronic; does Syracuse go towards or away from trend?**
- What do we (here at Syracuse) need? In the end, what does it (comparison) tell us?
- **Question** What is projected time frame for actually moving the books?**
- More shelves will be put on 4rd and 5th floors
- More shelves will buy us a year or so
- Good to have a meeting just about the facts; there are some misconceptions
- Transparency important; we need to know how to help you. We want to work with you on accomplishing these important goals.

Important links (briefly displayed on slides during meeting)

- Syracuse University's Vision – Scholarship in Action:
 - <http://www.syr.edu/about/vision.html>
- Library Vision - The Library is a center of discovery - entrepreneurial, knowledge driven, and timeless:
 - <http://library.syr.edu/about/general-info/vision.php>
- Library Facts & Figures:
 - <http://library.syr.edu/blog/news/archives/001646.php>
- Inside Higher Education article:
 - <http://www.insidehighered.com/views/2009/11/19/neem>
- Chronicle of Higher Education article:
 - <http://chronicle.com/article/In-Face-of-Professors-Fury/49133/>