Minutes of the Library Council Meeting  
November 9th, 2015  
W.R. Coe Library  
Room 218

Members present: Andrea Burrows, Shaun Wulff, Alexandra Kelly, Bob Sprague, Melissa Hunter, David Macaulay, Cindy Moore, Paul Drake, Debora Person

Library staff and guests: Debbie McCarthy, Cass Kvenild, Phillip White, Mike Obenchain, Sandy Barstow, Kate Conerton, Mike Obenchain, Lori Terrill, Larry Schmidt, Lori Phillips, Peyton Lunzer and Anne Marie Lane.

The meeting was called to order at 3:15 p.m. by Library Council Chair Andrea Burrows.

AGENDA ITEMS

Issues Audit (Cass Kvenild, Interim Associate Dean):
At the October 9 meeting of Library Council, members expressed an interest in understanding the organization and functionality of the Libraries’ webpages more clearly. Cass Kvenild provided an update to Council members about how the webpages are constructed and modified. The Libraries webpages is an information/research portal, and is constructed with student users in mind. Mike Obenchain, who designs the webpage, does so with the input of Kate Conerton, who heads the web team, and with feedback from usability tests, which includes screenshots of students completing tasks to see where students struggle. Recent screenshots have shown that students struggle to navigate tabs, an issue that is mitigated by the webpage’s current layout with two search boxes. Students also struggle to navigate the databases. Mike shared three potential drawings for the next iteration of the website and solicited input from the Council on ways to organize the over 800 databases to make them more “user friendly” to experienced and non-experienced database users. Bob Sprague asked if Google Scholar could be incorporated into webpage search engines. Bob also asked why a link to Prospector could not be featured more prominently on search pages. Mike explained that Prospector is not available to Outreach students.

Cass, Mike, and Kate then divided the Council into two groups. The first group completed a utility survey prioritizing Library webpage tasks. The list is attached. The second group sorted words into categories to generate ideas of organizational categories that would “make sense” to webpage users. Their instructions were to “think like a student.” Words included “Index,” “Utilities,” “Forms,” and “Lib Guides.” Participants discussed the utility of certain words, categories, and links to students versus faculty and staff.

One action items stemming from this discussion is the investigation by Mike and the web team of Bob’s Google Scholar idea.
Liaison Librarians (Cheryl Goldenstein, Chair, Research and Instruction):
Cheryl explained the role of liaison librarians, who serve as links to specific departments in the university. Liaison librarians strive to stay up-to-date with publications in their field, and work to be involved in their departments by joining committees and participating in projects, including digitalization. Cheryl shared a handout with the names and specializations of the UW Liaison Librarians and introduced Phil White, the liaison for social sciences, to the Council. She noted that since the task of selecting texts had been relegated to Collection Development, Liaison Librarians have been better able to provide information literacy instruction and support.

New Service Desk Model (Cheryl Goldenstein):
Cheryl also provided an update on the new service desk model. The former Research Help Desk has been discontinued and the space will be repurposed. All assistance functions now take place from a single help desk. This allows for some level of assistance all of the hours Coe Library is open. There is a behind-the-scenes referral services that assures student and other users can consult with a liaison librarian if needed.

Jackson Research Center Library (Larry Schmidt, Head, Brinkerhoff Geology Library)
Larry provided an update on the Jackson Research Center Library (quote Lori Phillips, “the best view of any branch library!”) which runs under a contract with the National Park Service. This is one of two branch libraries that are part of a larger university contract; the other is with the Albany County School District. Current goals at the Jackson Research Center include obtaining high speed Internet and broadening the resources beyond science texts (for example, reports on the implications of the introduction of wolves to Yellowstone, etc.). A recent survey concerning the print collection (1,800 texts) revealed that 65% considered the collection “excellent,” but only 25% “thought physical books were important.” Larry also noted that the Annual Research Reports are available online.

Update from Interim Dean (Lori Phillips, Interim Dean, Libraries)
Lori discussed the ongoing Dean search for the Libraries. The search committee for the Dean of Libraries will meet December 11th; meanwhile, packets are coming in and being reviewed. Lori provided an update on the university hiring freeze and elaborated its effects on the Libraries: three staff positions and three faculty positions have been frozen, although the Libraries have received permission to conduct searches for two of the faculty positions. Lori asked that Council members watch for a Doodle poll to find the “perfect time” for the Council to meet in spring semester.

Andrea Burrows, Library Council Chair, adjourned the meeting at 4:40. The next meeting will be February 8th, 2016 (location TBD).

Minutes submitted by Peyton Lynzer
Library web site tasks

- Patron account - prospector requests
- Patron account - ILL requests
- Patron account - due dates

- Find known book/ catalog item
- Find known article
- Find books on a topic
- Find articles on a topic
- Find books by author
- Find articles by author
- Find specific database
- Find audiobooks
- Find ebooks
- Find journal
- Find movies
- Find popular books

- Chat for help
- Citation help
- Check hours
- Book a study room
- Check fines
- Use directory
- Check classroom for class visit
- Book instruction
- Book consult
- Get tutorials
- Report database problem
- Digital collections
- Request purchase
- Find map of building
- Find course reserves
Library Liaisons

Cheryl Goldenstein, Coordinator
- College of Education
- Psychology
- Family & Consumer Sciences

Jennifer Mayer
- Art
- Music
- Theatre and Dance
- Gender & Women's Studies

Kaijsa Calkins
- English
- African American & Diaspora Studies
- American Studies
- American Indian Studies
- Latina/o Studies

Judy Pasek
- College of Engineering

Kate Conerton
- Outreach/UW Casper
- Microbiology
- Molecular biology

Larry Schmidt (Geology Library)
- STEM within College of A & S
- Botany
- Chemistry
- Environment & Natural Resources
- Geology/Geophysics
- Life Sciences
- Mathematics
- Physics/Astronomy
- Statistics
- Zoology/Physiology

Jenny Garcia
- College of Health Sciences

Phil White
- Anthropology
- College of Business
- Criminal Justice
- Geography
- Global & Area Studies
- Political Science
- Sociology

Tamsen Hert (Special Collections)
- History

David Kruger
- College of Agriculture
- Military Science

Piper Martin
- Communication and Journalism
- Modern and Classical Languages
- Philosophy
- Religious Studies

Typical liaison activities:
- Information literacy instruction/research orientations for subject areas (freshman through doctoral)
- Reference help and research consultations with students and faculty in subject areas;
- Working with selectors to solicit feedback about database trials; recommend resources for purchase
- Membership in organizations, committee service that supports subject area librarianship
- Promoting digital services and WySR as options for preservation, faculty scholarship
- Departmental/collegé committees: searches, T&P, curriculum
- Collaboration on syllabus, assignments, scholarship
Combined Help Desk

Reasons:

- Decreasing numbers of actual research questions at desk
- Fielding questions for different functions: ILL, electronic resources, circulation, collection development
- Increasing research consultations and library instruction sessions per librarian
- Wanted to keep service hours consistent at the desk in the evenings
- Centralized services less confusing for students

Issues:

- Physical layout of desk and circulation space
- Patron privacy
- Staffing (Faculty? Staff? Students?)
- Consistent way for librarians to provide backup
- Students turned off by referrals; don’t follow up with librarian
- Cross-training
- Supervision

Goals:

- Provide excellent customer service; help patrons get what they need
- All help desk staff able to provide basic circulation and reference assistance
- Faculty and students go directly to liaisons for help

Reduce barriers:

- Training
  - Someone always answers the backup phone
- Appointment scheduler
- Research guides and FAQ to help staff and patrons
- Give library staff opportunity to try something different, share expertise

Challenges:

- Different service practices
- Division of labor; supervision
The UW-NPS Research Station: (http://www.uwyo.edu/uwnps/index.html):

**About the Center:**
The University of Wyoming-National Park Service (UW-NPS) Research Center is a cooperative effort between the University of Wyoming and the National Park Service. Headquartered on the University of Wyoming campus in Laramie, the research center was established to foster research in National Parks in the Rocky Mountain Region. In addition, the center operates a field research station at the AMK Ranch in Grand Teton National Park, which is open from mid-May through mid-October.

The primary function of the Research Station is to promote excellence in research by furnishing housing, laboratory space, transportation, equipment and financial support to enable investigators in the biological, physical and social sciences to access the rich and diverse environments of Grand Teton and Yellowstone National Parks, Bridger-Teton and Targhee National Forest and the Gros Vente and Teton Wilderness Areas.

**Summer Seminars:** Hank Harlow Summer Seminar Series
Every Thursday in the summer the station hosts speakers at our very popular summer seminars. The topics range from Park history to zoology to international affairs. The event is free and open to the public. The BBQ starts at 5:30 the talk begins at 6:30. Please check back for our 2016 series lineup. (UW Libraries and UW-NPS Research Center are working together to make the presentations available to the public to online access to recorded video. This is a work in progress.)

*Example seminar* - Hank Harlow Biomimicry: What we can learn from animals living in stressful environments.

**Collections:** Currently we have approximately 1,800 volumes at the UW-NPS Research Center Library. We bring about 20 new volumes up to the Center each trip and bring back about half that number as we exchange or replace material. The library is opened each spring and closed each fall. The UW Libraries supports the Center by providing library materials and the computers in the library used by researchers and students throughout the summer months.

We're working to build a collection base on currency, relevancy, quality, and purpose for the -NPS Research Center with an emphasis on regional materials covering the history, geography, recreation, science, social issues, and humanities as they relate to the national parks and Jackson Hole area and the greater Yellowstone ecosystem.

**UW-NPS Research Center Online Reports:**
University of Wyoming-National Park Service (UW-NPS) Research Center Annual Reports: http://repository.uwyo.edu/uwnpsrc_reports/
The UW-NPS Research Station Library supports the work of students and researchers while they use the facility during the duration of their stay.

### Research Station Users FY15

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<th>Classes and Field Research Courses</th>
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<td>Number of students / Instructors</td>
<td>144/29</td>
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<tr>
<td>Number of Research Scientists</td>
<td>134</td>
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Historic Berol Lodge – Summer Seminars and UW-NPS Center Library