Student Library Council  
March 24, 2006

**Attending:**  
Melissa Diamantis, Farzin Dinyarian, Rachel Mitchell; Joe Dobbs, Christian Kelleher, Meghan Sitar; Damon Jaggars, Jocelyn Duffy

**Next Student Library Council meeting:** April 28, 2006, 11:30-1:00pm

**Notes:**

**LibQUAL+ Service Quality Survey:**
- Web-based survey will open early April, an e-mail announcement will be made
- Libraries will be giving away three iPod nanos in a random drawing from those who complete the survey
- The survey measures users’ perceptions of service quality in three categories: Information Control, Affect of Service and Library as Place. Users are presented with 22 statements and are asked to select the minimum level of service acceptable, desired level of service wanted, and the perceived current level of service for each statement.
- The adequacy gap is the difference between the minimum level of service that a user finds acceptable and the perceived level of service a user receives; the larger the gap, the better. The University of Texas Libraries are doing well in terms of gaps scores when compared to the ARL aggregate and to five of our peers.
- The Libraries also analyze the survey results for trends and are especially alert to downward trends that indicate areas that need improvement.

**Audiobooks update:**
- Libraries are purchasing the netLibrary option
  - Starting contract negotiations
- Currently no Mac solution is available, but Libraries do offer PC laptops for checkout

**Fine Arts Library endowment:**
- Libraries received $1 million endowment from Jan Roberts in honor of her husband
- FAL reading room will be named the Richard T. and Jan J. Roberts Reading Room
- Endowment will be used to maintain the Fine Arts Library facility, acquire new library materials and support readings and lectures

**Course pack/Textbook initiative:**
- Fred Heath, Dennis Dillon and Damon met with Andrew Solomon and Omar Ochoa to discuss the cost of course packs among other things. They have been in email contact with Michael Windle concerning the same issue.
- Libraries have made our licensing information available to UT copy shop (UT Duplicating)
- UT Duplicating staff have been trained how to check if the Libraries license material requested for a course pack
- Libraries licensing only available to UT copy shops, NOT for off-campus establishments
- Licensing is currently available only for journal articles, not for book chapters
- List of different levels of usage rights that apply to different publishers available online: [www.lib.utexas.edu/rights](http://www.lib.utexas.edu/rights)
- Faculty can link to Libraries content through e-reserves and Blackboard
- Libraries have offered to work with Student Government on a marketing plan to let professors know about this effort

**Updates:**
- Mike Windle suggested that the Libraries put up a sign letting people know that the guards are able to check virtual IDs after 10pm
- Student workers are sent through PCL twice a day to ensure that the floors and study areas are neat and clean
  - Have not noticed an increase in spills since PCL was opened to drinks
- Document to the Desktop (DTD) service
  - Are in the preliminary stages of a DTD project, putting a proposal together
    - Will be at least until Summer 2007 before full-scale service rolls out
  - If you are affiliated with the university and want a journal article or a book chapter, we will be able to scan it in and send it to you
  - Libraries have spent over $650 million building our collection
    - We want to make it easier to use so it will be used

[Rachel Mitchell]
I ask for a lot of items through interlibrary loan and from the storage facility. Usually I am able to ask for it to be delivered to my library of choice. Recently I asked for an item that is stored at the CDL (Collections Deposit Library). I was told that I need to schedule an appointment and go there to use it. Do you know why?

[Damon Jaggars]
Some items have restricted uses, depending on the item, its age and the shape it’s in. If you can send me the citation it will help us find out why this item is limited to use in CDL.

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Person(s) Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Link to list of items that are checked out</td>
<td>Damon</td>
</tr>
<tr>
<td>Maps at other libraries</td>
<td>Damon</td>
</tr>
<tr>
<td>24-hour coffee shop update</td>
<td>Damon</td>
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