

New Directions - Basic Service Improvements Suggestions from Faculty and Graduate Students Interviews

Computing

- lack of a good, central interface for searching across multiple databases
- another barrier to access is the use of the proxy server for library resources from off-campus; would prefer to authenticate once
- the library also needs more technology expertise, but we should be aware and careful of who is providing the expertise.

Web/Catalogs

- like to see the library reduce the barriers to access publications
- the Library Catalogs/Services should be more integrated with Bspace
- improvements could be made to Pathfinder's search functions, mentioning the need for an expanded database, which would include more details about the items listed.
- the ability to search the indexes of books online.

Collections

- browsing used to be more meaningful, But in multidisciplinary areas, browsing is not as relevant given the number of collections in the library; also library classification systems don't lend themselves to browsing in some fields
- the library should be purchasing electronic books. From his experience as an author, he feels that electronic books could be timelier and more accessible than print.
- there is a lot of material to which we don't have access.
- we need more access to census online within the South Asian area. It may be the problem of the individual countries not issuing the census, or making available some information but not all. She said the Library subscribes to a particular Indian Statistical database but it hasn't worked out --the data is not there.
- When she thinks of going to the library there is a huge psychological barrier of walking two minutes from her office to the library. She wants access to everything at her fingertips/PC.
- emphasized the need for the library to think much more broadly about its "collection" to include the collection, organization, and delivery of geospatial data.
- when I want something from the Berkeley Library it is out and for \$79.00 (annual service fee for "free" expedited delivery) I can get anything I want delivered here in two days.
- It would be nice if the library could pick an area to preserve as well - "like YouTube videos, maybe we need a YouTube Librarian,"
- would like to see consolidation of visual resources on campus, then amended this to say perhaps "coordination" was a better term to describe what he meant. He included artworks, maps, and museum and film collections among the visual resources he wanted to be more accessible.

- would like to see a space with all old things in one place, like a library combined with the Zoology Museum in VLSB.
- emphasized that we should collect faster and more, not slower and less, and theorized that in 15-plus years, the library buildings will be less and less important
- one student expressed his anxiety about pressure on the university's library to compete with other universities whose libraries have higher budgets and how our public university can keep up. He worries that this will favor hot topics and star programs while the rest will suffer.
- two students mentioned wanting to have books digitally available through the library and not through Google Books. They expressed discomfort with what they described as Google's "haphazard metadata" and the mystery behind Google's search algorithms.
- students expressed frustration with the fact that works they want are often unavailable because of being checked out to another borrower. One student asked whether the library system had a means for identifying these heavily requested items so that a sufficient number of copies could be acquired for the collections.
- The students were also troubled by the difficulty of finding dissertations and asked if it were possible to make them more easily available and searchable.

Facilities

- the topic of bookstores – suggesting that if libraries were configured differently and more like bookstores, it would be a more fun place to hang out. She likes the browsing factor, and in bookstores this is enhanced with having books facing you rather than just having the spines show.
- at least two of the graduate students said that if the library had offices for doctoral students to use, reserved for a semester at a time, they would work there “all the time.”
- one student suggested devoting one room in the library to quiet study only, with no laptops or computers allowed, so that students are able to focus on reading.

Services

- sees a role for the library to “package” primary sources for classes.
- multiple times during the course of our conversation, expressed dissatisfaction with the library reserves service. She would like better communication from that unit acknowledging that her requests/submissions have been received and letting her know when her reserve material is available.
- it would be very useful to provide guides to resources, especially to finding data sources. To know what is actually available.
- specifically for the areas of the social sciences and the humanities, she asked that the Library (i.e. selector) send to the department chair a list of all the electronic databases the Library has access to and what they are about (i.e. the e-mail could say here is a website and it has information on population economy) Either the selector or the staff could send the e-mail once a year
- it would be useful to expand the scope of the Oral History Office to include oral histories from other departments other than just those for California history

- expressed strongly-felt disappointment at the many missed opportunities in the library (see #1) and (especially) the campus administration to identify and plan for future research trends, to recognize the ubiquitous value of spatial data, and to support the development and organization of spatial information.
- the Library has a role to play in customizing technology to make it useful.
- would like to see more training (in the use of library resources) – but this needs to be much more tailored and focused than the current library offerings which are *too time consuming and too general*.
- make sure the library does not become semi-reliable.
- new acquisitions of data and data sets need to be proactively advertised.
- give faculty efficient tools to keep up on literature in our field.
- provide a "current awareness" service to faculty on literature
- it is absolutely essential that librarians attend new faculty orientation sessions to tell us what they can do for us.
- non-tenured faculty are desperate for any assistance, which the library already provides but doesn't publicize well.
- librarians should be allowed to come to faculty meetings
- is there's a way to write library bibliographic instruction and information literacy training programs into upcoming NIH and NSF training grants.
- a lot of what was happening on campus and that was covered well in a variety of new ways (including on YouTube) were "events". The Library is not so event-driven, but perhaps there was a way the Library could tie in to these things to make itself more visible.
- bibliographers in the library who will be able to guide students and advise scholars. Guides to the major search engines in particular fields of study. A good reference collection with signage indicating subject categories. Print on demand is useful.
- the library's concern is research, not publishing.
- expressed the common description that the Library is full of silos. If he wants information on X he has to go to the X silo, if he wants information on Y, he need to go to the Y silo.
- feels the Library is a maze. He described the Library as being the "thing behind the dark curtain" with services.