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LIBRARY

UCSB LIBRARY COLLECTION SPACE PLANNING INITIATIVE:

REPORT ON THE UCSB LIBRARY COLLECTIONS SURVEY OUTCOMES AND PLANNING STRATEGIES

OCTOBER 2012

INTRODUCTION

With the start of the Addition and Renovation project planned for early 2013, the Library faces significant challenges in shaping the configuration of its physical collections, both in the immediate preconstruction period and in the years ahead. The preconstruction challenge became apparent in Fall 2011, when the Library learned that the 8-story tower must undergo a seismic retrofit, to be incorporated into the building project. The retrofit, and additional work needed for fire suppression and ADA compliance, requires a permanent reduction in the tower's collection space of about 20 percent, or 140,000 of the 700,000 volumes currently housed there. In the longer term, the challenge is that even with increasing acquisition of e-resources, the Library's physical collections will also continue to increase, whereas space for housing them will remain relatively fixed. The new space gained from the Addition and Renovation Project will be allocated for housing special collections and rare materials, and for meeting the increasing demand for diverse and collaborative areas across the Library complex, including a new electronic classroom. Little new space for the regular collections will result from the project.

To ensure the best outcomes as the Library addresses these challenges, it was essential to gather information from the broad community of faculty and graduate students about the impact on research and teaching of alternative methods of accessing collections. In January 2012, University Librarian Denise Stephens launched the UCSB Library Collection Space Planning Initiative for this purpose, and at the direction of Executive Vice Chancellor Gene Lucas, she convened an ad hoc committee of faculty and student representatives to advise the Library. Because the planning initiative would shape collections across the entire Library complex and not just the tower collections, members of the Ad Hoc Committee on Library Collection Space Planning, nominated by academic deans and the Academic Senate, reflected the range of scholarly disciplines on campus, including representatives from the humanities, social sciences, sciences.[1] The committee was charged to evaluate and validate conclusions reached from data collected from the campus community regarding use of the collections and the possible impacts of alternative access strategies.

Working with a Library support team in collaboration with the UCSB Social Science Survey Center, the committee developed the UCSB Library Collections Survey, which was designed to answer two primary questions:

1. What are behaviors and preferences relative to accessing the Library's physical collections?

2. What are the perceived impacts to research and instruction associated with alternative access strategies?

The survey was distributed to all faculty and graduate students in May 2012. The target population returned 772 completed surveys, yielding a margin of error of 4.2 percent and a confidence level of 99 percent.[2] The committee reviewed the survey results and agreed on the interpretations supported by the data. A key conclusion is that although print books are still very important, there is broad willingness to wait for a short (1–3 days) or longer (3 days to 2 weeks) period of time for retrieval from offsite storage. There is also broad support for removing print volumes of online journals from the Library, especially for journals that are preserved in a secure and permanent online archive such as JSTOR. Although there are no perfect solutions to the

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[1] Members of the committee are listed in Appendix A, p. 9.
[2] For a discussion of survey methodology see Appendix B, p. 10.

Library's space challenges, the committee reached consensus that these and other survey outcomes indicated several planning options for achieving the needed reduction of the onsite collection with the least impact to research and teaching.[3] The six broad strategies detailed below are based on these planning options and are consistent with the survey data.

It is important to note that none of the strategies call for withdrawing collection content in the sense that some materials that were once accessible will be accessible no longer. Rather, given the immediate imperative to reduce the onsite collections, the objective of the UCSB Library Collection Space Planning Initiative was to develop the best possible methods of access to all of the materials in the Library's current collection, in the manner they are used and with the least impact to research and teaching. The data on behaviors and preferences from the survey also point to some possibilities for the Library to develop enhanced access services that can mitigate increased reliance on offsite storage, such as online tables of contents, online browsing by call number, a schedule of frequent offsite retrievals, and office delivery. The Library may also explore the feasibility of other new services, including a checkout desk at the offsite location and delivery of online tables of contents.

STRATEGIES FOR LIBRARY COLLECTION SPACE PLANNING

The six strategies that follow are listed in order of their perceived impact on research and teaching, from least to greatest, and each is accompanied by an explanation of relevant survey outcomes, with citations of specific survey questions.[4]
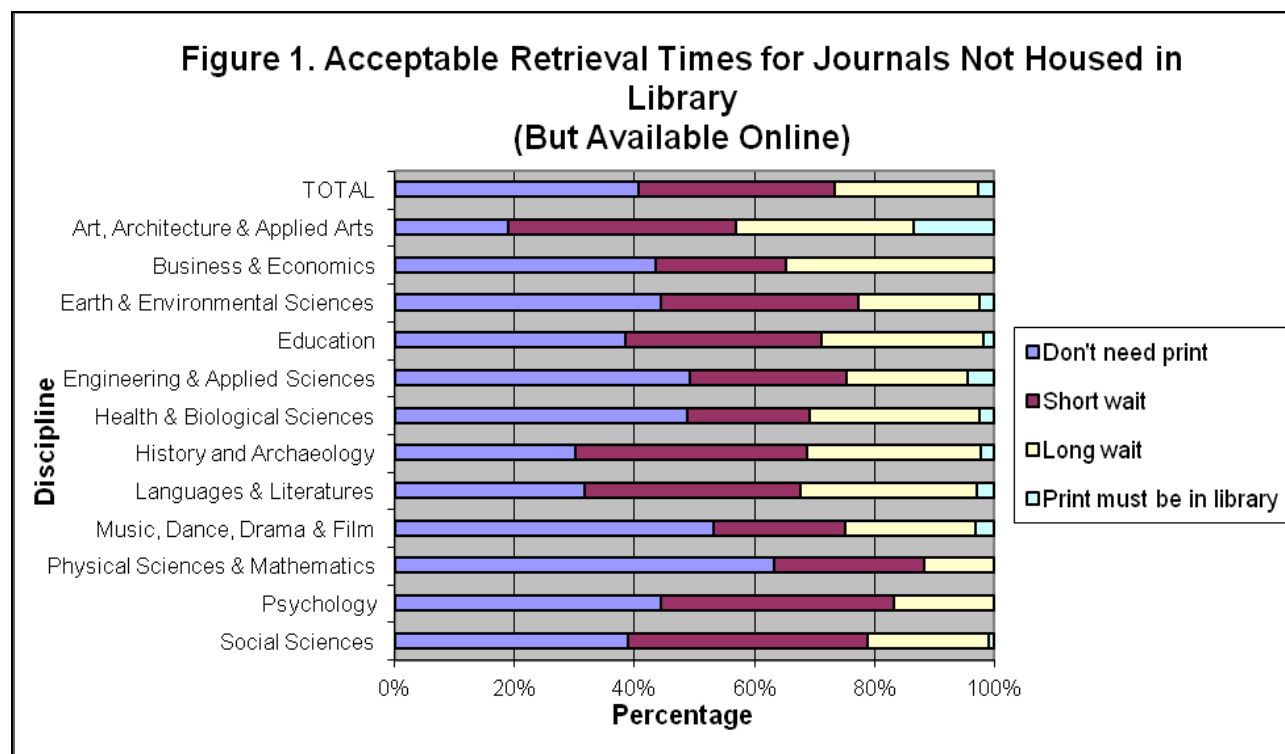
1.   Relocate to local offsite storage print volumes of journals that the Library has cancelled in print but provides access to online.

This strategy is supported by respondents' answers when asked whether print copies of online journals are needed; if needed, whether they must be located in the Library; and if located off-site, whether short or long retrieval times are acceptable (question 12.2). Fewer than 3 percent of all respondents said that print is needed in the Library. A majority indicated willingness to wait for retrieval of print copies stored off-site, and just over 40 percent said that print copies of journals available online are not needed at all. (See figure 1.)

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[3] The Options for Library Collection Space Planning are available at
http://www.library.ucsb.edu/sites/default/files/attachments/library-addition-renovation/collection-space-planning/
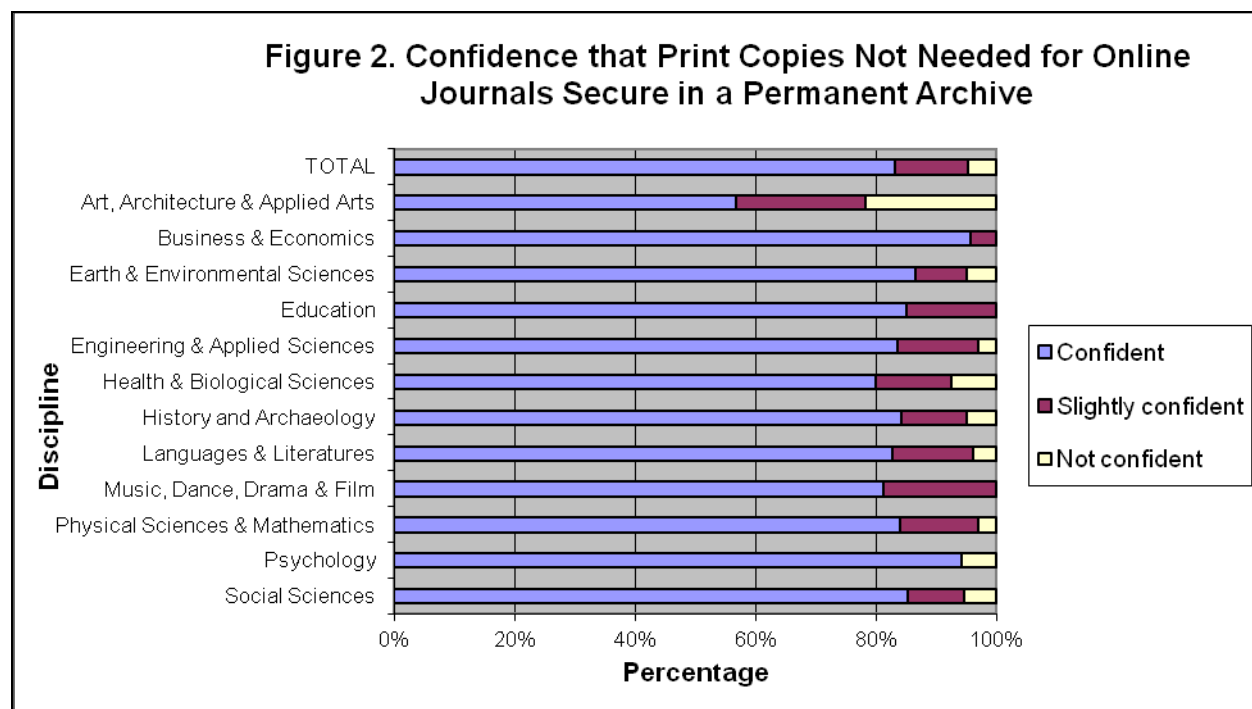[4] Refer to Appendix C, UCSB Library Collections Survey of Faculty and Graduate Students. The full survey report from the UCSB Social Science Survey Center is available at http://www.library.ucsb.edu/library-addition-renovation/collection-space-planning.

Figure 1. Acceptable Retrieval Times for Journals Not Housed in Library (But Available Online)

The survey also asked respondents whether they use the Library's print version of an article, even if the article is available online (question 10). This question did not ask whether print is needed in the Library, but the responses provide a measure of support for strategy 1, since fewer than 15 percent of all respondents said that they use the print "often," fewer than 20 percent said "sometimes," and 66 percent said "not often." When asked how confident they are that a print copy of a journal available online is not needed in the Library when the print is retrievable from local storage within 1 business day, only 4.1 percent of all respondents said that they were "not confident" (question 9.2).

2.   Relocate or withdraw selected print journals for which access and preservation are secure in a permanent and persistent archive such as JSTOR.

In all disciplines except Art, Architecture, and Applied Arts, at least 80 percent of respondents expressed confidence that when journals are accessible online and secure in a permanent archive, print copies are not needed in the Library; fewer than 5 percent of all respondents were "not confident" (question 9.1; see figure 2). Implementation of this strategy is subject to review and oversight of librarian subject specialists, including which journal titles to select, and whether the print volumes of those selected are relocated to local offsite storage or withdrawn. Print journals in Art, Architecture, and Applied Arts will not be withdrawn. Print volumes that are withdrawn from the Library's holdings would still be accessible, but the retrieval time would be slightly longer (3–5 days) than for volumes relocated to local storage (1–2 days), since a withdrawn volume, if requested, would require retrieval from the Southern Regional Library Facility (SRLF) in Los Angeles, UC's shared storage facility of permanent collections.

Figure 2. Confidence that Print Copies Not Needed for Online Journals Secure in a Permanent Archive

3.   Relocate to local offsite storage selected, previously cancelled journal titles.

This strategy could account for a substantial portion of the needed reduction of the onsite collections. Because of disciplinary differences in behaviors and preferences as revealed by the survey data, implementation is subject to review by librarian subject specialists. The journals to be reviewed for possible relocation are those that have been cancelled during previous serials review projects for which the faculty provided oversight, including some titles available in print only. Articles or volumes will be retrievable within a day and may also be used onsite in local storage.

The justification for this strategy lies in the survey results, though somewhat less directly than for the others. Ninety percent of all respondents said that once they have identified a *book* they want, it is acceptable to wait for offsite retrieval, and only 10 percent said that the book must be located in the Library (question 14). From this response it is reasonable to infer wide acceptance of offsite storage and retrieval of journal articles as well. Supporting this inference are the high percentages of respondents across the survey sample who said that they depend on electronic resources as starting points for research or teaching (e.g., Web search engines; electronic resources covering various disciplines, like Web of Science; and discipline-specific databases), since a primary purpose of these resources is to provide bibliographic access to the contents of academic journals (question 3). For example, nearly 90 percent of the survey sample said that they depend on an electronic resource like Web of Science or JSTOR as a starting point. (See figure 3.)

Figure 3. Dependence on Electronic Resources Covering Various Disciplines
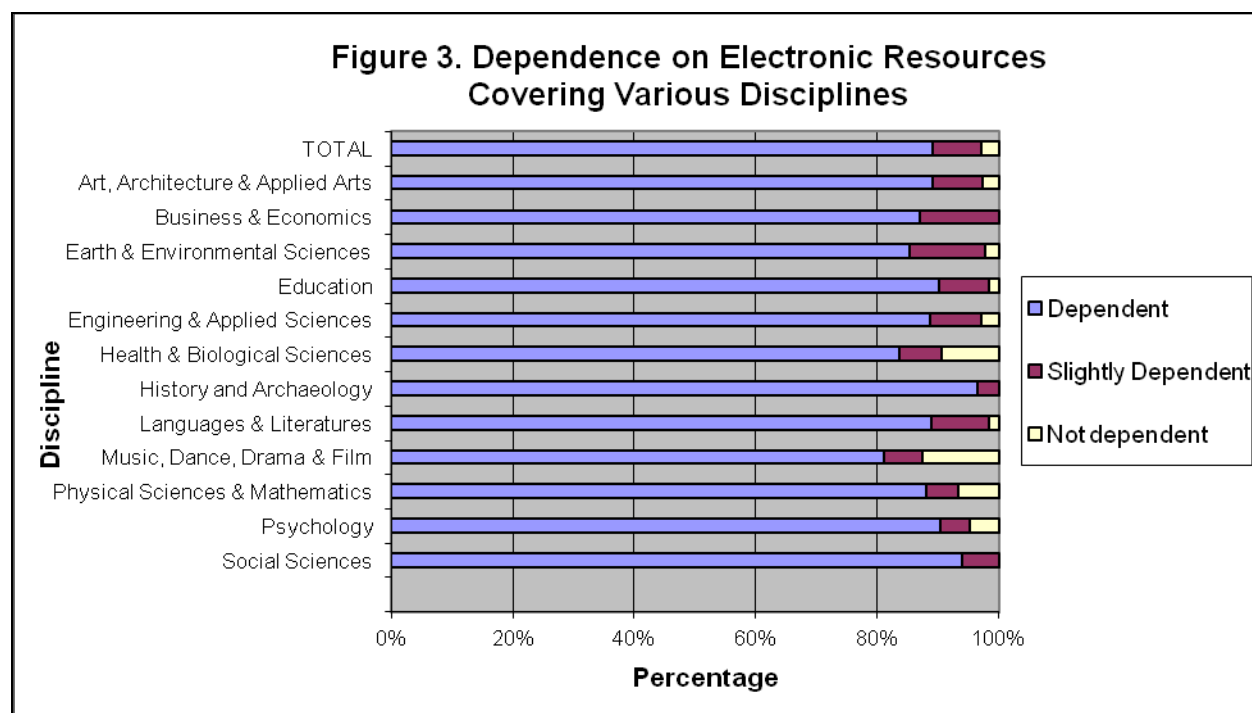
4.   Relocate to local offsite storage selected older editions of books for which the Library holds more recent editions, in disciplines where fewer than 20 percent of respondents said that these are important for their research and teaching.

Disciplines in which fewer than 20 percent of respondents said that older editions are important are Business and Economics, Education, and all of the sciences. Implementation of this strategy, as for number 2, is subject to review and oversight of librarian subject specialists.

5.   Relocate to local offsite storage selected non-English books in disciplines where fewer than 20 percent of respondents said that these are important for their research and teaching.

Disciplines in which fewer than 20 percent of respondents said that non-English books are important are Business and Economics, and all of the sciences. Implementation of this strategy is subject to review and oversight by librarian subject specialists.

6.   Relocate to offsite storage selected older books; for example, selected titles published more than twenty years ago that have not circulated in over ten years.

Implementation of this strategy, like several of the others, is subject to review and oversight by librarian subject specialists. Here this is especially important because of disciplinary differences in behaviors and preferences regarding use of books that the survey brings to light.

A key outcome of the survey is that high percentages of respondents in all disciplines expressed willingness to wait for offsite retrieval, once they have identified a book they want; significantly, only 10 percent of all respondents said that print must be in the Library (question 14; see figure

4). In the sciences and social sciences, a majority said that a long wait (3 days to two weeks) was acceptable, whereas respondents in the humanities were more closely divided in their preference for a short (1–3 days) or long wait, with the strongest preference for the former expressed by Art, Architecture, and Applied Arts (70 percent).

Figure 4. Acceptable Retrieval Times for Books Not Housed in Library
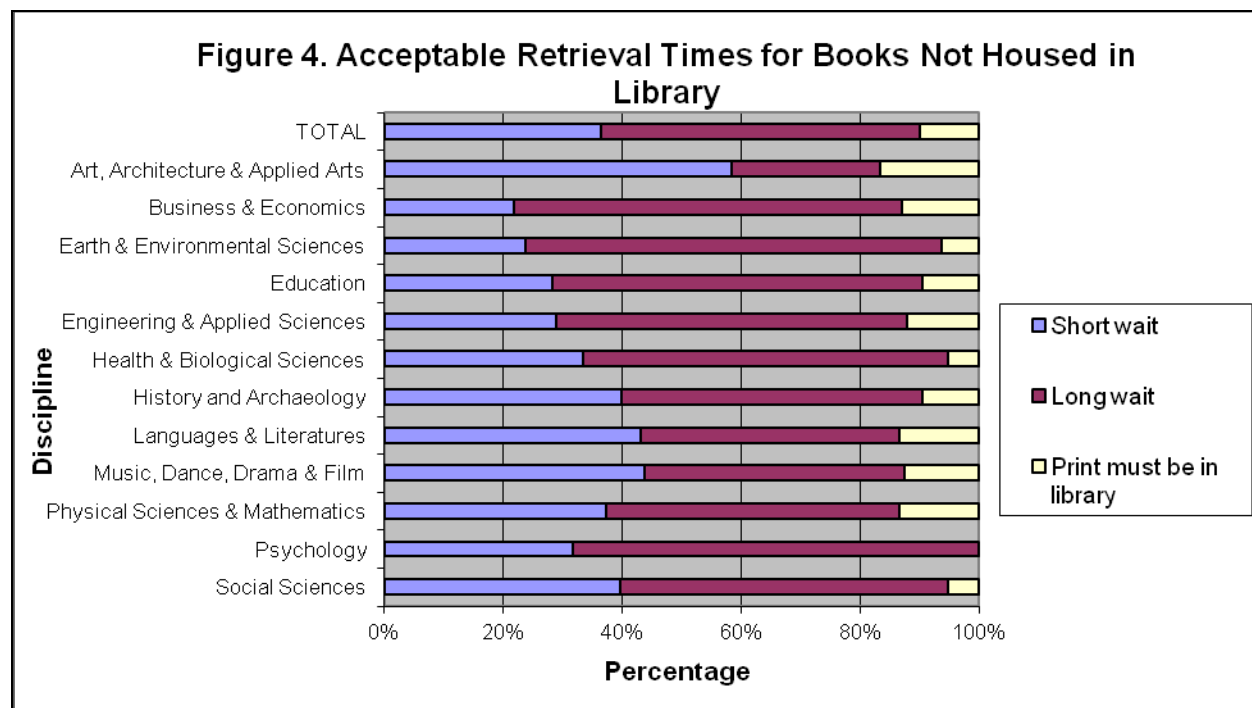
The survey results uncovered other clear differences among the humanities, social sciences, and sciences in behaviors and preferences relative to accessing books in the Library's collections. While print books are still very important for all disciplines, they are most important for the humanities. Ninety-two percent of respondents in the humanities said that a print copy of a book is important even when an electronic version is available, compared to 78 and 64 percent respectively for the social sciences and sciences (question 7.2).[5] Compared to the social sciences and sciences, respondents in the humanities also reported more use of books in the Library without necessarily checking them out (question 5), although only in Art, Architecture, and Applied Arts did more than 50 percent of respondents say that they "often" use books in this way (62 percent for Art, Architecture, and Applied Arts; 45.6 mean percentage for humanities disciplines, 17.4 for social sciences, and 9.8 for sciences).

CONCLUSION

Through their high rate of response to the collections survey, UCSB faculty and students have provided reliable information about how they access and use library collections. The survey outcomes, validated by the Ad Hoc Committee on Library Space Planning, in turn have yielded the best available strategies for meeting the Library's necessary onsite collection reduction targets with the least impact on research and teaching. With oversight by librarian subject specialists that takes into account disciplinary differences highlighted in the survey, these

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[5] These are mean percentages for all disciplines in the humanities, social sciences, and sciences respectively.

strategies form a sound basis for shaping collection access, both in response to the immediate need for onsite reduction, and for the longer term, as the Library faces a future of growing collections within finite space. To complement a physical configuration of Library collections that effectively allocates print resources between onsite and offsite locations, the Library will explore development of enhanced services for collection access, such as frequent offsite retrieval, checkout at the offsite location, and online delivery of tables of contents.

APPENDIX A

AD HOC COMMITTEE ON LIBRARY COLLECTION SPACE PLANNING

Committee members:

Chuck Bazerman (Education)
Elizabeth Heckendorn Cook (English)
Francis Dunn (Classics)
Jessica Lopez Lyman (PhD student, Chicana & Chicano Studies)
Michael Melliar-Smith (Electrical & Computer Engineering)
Laurie Monahan (History of Art & Architecture, CLIR)
John Park (Asian American Studies)
Theresa Russ (Graduate Student Association)
Denise Stephens (University Librarian), Convener
Douglas Thrower (Molecular, Cellular & Developmental Biology)

Library Support Team:

Chris Granatino (Coordinator, Social Sciences Collections)
Janet Martorana (Head of Collections)
Eunice Schroeder (Co-coordinator, Humanities Collections)

APPENDIX B

METHODOLOGY

A link to the UCSB Library Collections Survey was emailed to the Senate faculty email list (ladder faculty) and to the all-graduate list in May 2012. Lecturer, post-doctorate, and researcher subgroups were reached via email from subject-specialist librarians, as there is not a campuswide email list for these positions. A total of 772 respondents completed the survey by the close date in June 2012. Of those who started but did not necessarily complete it, 40.5% (n = 345) were faculty members, 4.9% (n = 42) were lecturers, 4.6% (n = 38) were researchers, 2.4% (n = 20) were post-doctoral fellows, and 47.6% (n = 401) were graduate students. Based on a total survey population of 4,705,[6] the confidence level for the survey results is 99% and the margin of error is 4.24%.

Several of the survey's answer choices were aggregated in the analysis of results in order to yield statistically meaningful information:

Respondents were asked to select one of fifteen disciplines with which they identify, but three were selected by too few respondents to be meaningful, so all responses for those three were aggregated with the responses of other related disciplines: Philosophy & Religion with Languages and Literatures; Journalism & Communication with Social Sciences; and Law, Politics & Government with Social Sciences.

For questions that asked about respondents' dependence on various resources or access strategies, "very dependent" and "moderately dependent" were combined as "dependent"; "slightly dependent" and "neutral" as "slightly dependent"; and "not dependent" remained its own category. For questions that asked about "importance," "very important" and "moderately important" were combined as "important"; "slightly important" and "neutral" as "slightly important"; and "not important" remained its own category. Likewise, for questions that asked about "confidence," "very confident" and "moderately confident" were combined as "confident"; "slightly confident" and "neutral" as "slightly confident"; and "not confident" remained its own category.

For the two types of questions that asked about "frequency," the answers were combined in two different ways. For questions that were concerned with specific time periods, "daily" and "weekly" became "often"; "quarterly and "yearly" became "occasionally"; and "never" remained its own category. For questions that asked more generally about frequency, "almost always" and "often" became "often"; "sometimes remained its own category, and "seldom" and "rarely or never" became "not often."

Finally, for questions that asked how long respondents would be willing to wait for a book or article under particular circumstances, "1–3 days" became "short wait"; "3–7 days" and "1–2 weeks" were combined as "long wait"; and two other answers, "Print must be located in the Library" and "I don't need the print version" remained unchanged.

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[6] According to the UCSB Campus Profile as of Fall 2011, the total number of faculty, lecturers, and researchers is 1,640, and the total number of graduate students is 3,065, for a combined total survey population of 4,705. Hereafter in this report, ladder faculty, non-ladder faculty, and researchers are referred to collectively as faculty.

APPENDIX C

UCSB LIBRARY COLLECTIONS SURVEY OF FACULTY AND GRADUATE STUDENTS

772 Respondents between May 10th and June 1st 2012

Demographics

[1] University status:

Please choose **only one** of the following:

- ○ Faculty
- ○ Lecturer
- ○ Researcher
- ○ Post-doc
- ○ Graduate student
- ○ Other:

[2] We recognize the highly interdisciplinary nature of current academic research. However, the UCSB Library's collections are organized by the Library of Congress (LC) classification. The classifications below are from a standard subject scheme, *Columbia University's Hierarchical Interface to LC Classification,* which matches the Library's organization. Please indicate the main disciplinary interest with which you are most closely affiliated:

Please choose **only one** of the following:

- ○ Art, Architecture & Applied Arts
- ○ Business & Economics
- ○ Earth & Environmental Sciences
- ○ Education
- ○ Engineering & Applied Sciences
- ○ Health & Biological Sciences
- ○ History and Archaeology
- ○ Journalism & Communication
- ○ Languages & Literatures
- ○ Law, Politics & Government
- ○ Music, Dance, Drama & Film
- ○ Philosophy & Religion
- ○ Physical Sciences & Mathematics
- ○ Psychology
- ○ Social Sciences

Research Starting Points

[3] How *dependent* are you on the following resources **as starting points** for your research and/or teaching needs? These may be open access or licensed by the Library.

Please choose the appropriate response for each item:

[3_1] An electronic resource covering various disciplines (e.g., Web of Science, JSTOR)

- ○ Very dependent
- ○ Moderately dependent
- ○ Neutral
- ○ Slightly dependent
- ○ Not at all dependent

[3_2] An electronic resource specific to your discipline

- ○ Very dependent
- ○ Moderately dependent
- ○ Neutral
- ○ Slightly dependent
- ○ Not at all dependent

[3_3] A general purpose web search engine (e.g., Google)

- ○ Very dependent
- ○ Moderately dependent
- ○ Neutral
- ○ Slightly dependent
- ○ Not at all dependent

[3_4] UCSB Library's online catalog

○Very dependent
○Moderately dependent
○Neutral
○Slightly dependent
○Not at all dependent

[3_5] Melvyl (UC's online catalog)

○Very dependent
○Moderately dependent
○Neutral
○Slightly dependent
○Not at all dependent

[3_6] The UCSB Library building (I go to the shelves and browse in my area)

○Very dependent
○Moderately dependent
○Neutral
○Slightly dependent
○Not at all dependent

[3A]How *frequently* do you use the following resources **as starting points** for your research and/or teaching needs? Select the answer that best describes your use. These may be open access or licensed by the Library.

Please choose the appropriate response for each item:

[3A_1] An electronic resource covering various disciplines (e.g., Web of Science, JSTOR)

○Daily
○Weekly
○Quarterly
○Yearly
○Never

[3A_2] An electronic resource specific to your discipline

○Daily
○Weekly
○Quarterly
○Yearly
○Never

[3A_3] A general purpose web search engine (e.g., Google)

○Daily
○Weekly
○Quarterly
○Yearly
○Never

[3A_4] UCSB Library's online catalog

○Daily
○Weekly
○Quarterly
○Yearly
○Never

[3A_5] Melvyl (UC'sonline catalog)

○Daily
○Weekly
○Quarterly
○Yearly
○Never

[3A_6] The UCSB Library building (I go to the shelves and browse in my area)

○Daily
○Weekly
○Quarterly
○Yearly
○Never

Books

[4]Please indicate how frequently you use the following methods **to identify books** in the UCSB Library for your research and/or teaching needs. Select the answer that best describes your use.

Please choose the appropriate response for each item:

[4_1] Browsing the shelves in the Library

      ○Daily
      ○Weekly
      ○Quarterly
      ○Yearly
      ○Never

[4_2] Searching the online catalog

      ○Daily
      ○Weekly
      ○Quarterly
      ○Yearly
      ○Never

[4_3] Browsing the catalog by call number

      ○Daily
      ○Weekly
      ○Quarterly
      ○Yearly
      ○Never

[5] I use books in the Library to refer to even if I don't necessarily check them out. Select the answer that best describes your use.

[5_1] Please choose the appropriate response for each item:

      ○Daily
      ○Weekly
      ○Quarterly
      ○Yearly
      ○Never

[6] How important are the following for evaluating a book's usefulness for your research and/or teaching?

Please choose the appropriate response for each item:

[6_1] Full table of contents in the catalog record

      ○Very important
      ○Moderately important
      ○Neutral
      ○Slightly important
      ○Not at all important

[6_2] Limited text preview

      ○Very important
      ○Moderately important
      ○Neutral
      ○Slightly important
      ○Not at all important

[6_3] Full text keyword searching

      ○Very important
      ○Moderately important
      ○Neutral
      ○Slightly important
      ○Not at all important

[6_4] Subject headings or descriptions of the books' topical content

      ○Very important
      ○Moderately important
      ○Neutral
      ○Slightly important
      ○Not at all important

[6_5] The book's index

      ○Very important
      ○Moderately important
      ○Neutral
      ○Slightly important
      ○Not at all important

[6_6] Other scholar's recommendations

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[6_7] Abstract or summary of the book

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[6_8] Author(s)' affiliation

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[6_9] Review of the book

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

 [7]In general, when you use books for research and/or teaching, how important are the following?

Please choose the appropriate response for each item:

[7_1] E-books

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[7_2] A print copy of the book, even if it's available electronically

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[8]How important are the following to your research and/or teaching?

Please choose the appropriate response for each item:

[8_1] Books published within the last 10 years

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[8_2] Books published within the last 11-30 years

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[8_3] Books published more than 30 years ago

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[8_4] Older editions of the same publication

○ Very important
○ Moderately important
○ Neutral
○ Slightly important
○ Not at all important

[8_5] Books in languages other than English

     ○Very important
     ○Moderately important
     ○Neutral
     ○Slightly important
     ○Not at all important

Journals

[9] If a journal article is available online, how confident are you that a print copy is not needed in the Library under the following circumstances?

Please choose the appropriate response for each item:

[9_1] Access and preservation secure in a permanent, persistent archive, e.g., JSTOR

     ○Very confident
     ○Moderately confident
     ○Neutral
     ○Slightly confident
     ○Not at all confident

[9_2] Print is retrievable from a local storage facility within 1 business day

     ○Very confident
     ○Moderately confident
     ○Neutral
     ○Slightly confident
     ○Not at all confident

[9_3] Print is retrievable from a shared print collection between 3-5 business days

     ○Very confident
     ○Moderately confident
     ○Neutral
     ○Slightly confident
     ○Not at all confident

[10] Even if I can read an article online, I still use the Library's print version.

[10_1] Please choose the appropriate response for each item:

     ○Almost always
     ○Often
     ○Sometimes
     ○Seldom
     ○Rarely or never

[11] How important are the following to your research and/or teaching?

Please choose the appropriate response for each item:

[11_1] Journal articles published within the last 10 years

     ○Very important
     ○Moderately important
     ○Neutral
     ○Slightly important
     ○Not at all important

[11_2] Journal articles published within the last 11-30 years

     ○Very important
     ○Moderately important
     ○Neutral
     ○Slightly important
     ○Not at all important

[11_3] Journal articles published more than 30 years ago

     ○Very important
     ○Moderately important
     ○Neutral
     ○Slightly important
     ○Not at all important

[11_4] Journal articles in languages other than English

○Very important
○Moderately important
○Neutral
○Slightly important
○Not at all important

Print Retrieval Times

[12] If a print book or journal is not located in the UCSB Library buildings, **but it is available online**, indicate the acceptable retrieval time of the print:

Please choose the appropriate response for each item:

[12_1] A book

○1-3 days
○3-7 days
○1-2 weeks
○I don't need the print version
○Print must be located in the Library

[12_2] A journal

○1-3 days
○3-7 days
○1-2 weeks
○I don't need the print version
○Print must be located in the Library

[12A] If a print book is not located in the UCSB Library buildings, nor is it available online, indicate the acceptable retrieval time if the following option were made available:

Please choose the appropriate response for each item:

[12A_1] The book's Table of Contents is browsable online

○1-3 days
○3-7 days
○1-2 weeks
○Print must be located in the Library

[12A_2] A limited portion of the book can be previewed online

○1-3 days
○3-7 days
○1-2 weeks
○Print must be located in the Library

[12A_3] The book's index can be viewed online

○1-3 days
○3-7 days
○1-2 weeks
○Print must be located in the Library

[13] If the print item is not located in the Library but can be **delivered to my office**, it would be acceptable to have it delivered in:

[13_1] Please choose the appropriate response for each item:

○1-3 days
○3-7 days
○1-2 weeks

[14] When I identify a book that I want, in general it is acceptable that it is not located in the Library as long as I can get it in:

[14_1] Please choose the appropriate response for each item:

○1-3 days
○3-7 days
○1-2 weeks
○Print must be located in the Library

[15] We are open to hearing your comments or suggestions about the Library's collection space planning initiative.

Please write your answer here: