

Student Library Advisory Committee Meeting  
9.25.20

[https://library.columbia.edu/about/student\\_advisory\\_committee.html](https://library.columbia.edu/about/student_advisory_committee.html)

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*Students in attendance:*

**Souvik Chatterjee**, SIPA  
**Tess Gallagher Clancy**, UTS  
**Alex Cuadrado**, GSAS  
**Laura DiNardo**, GSAS  
**Rahim Hashim**, GSAS  
**Jake Hearen**, UTS  
**Maaz Khan**, SPS  
**Drazen Medina**, CC  
**Augusta Owens**, BC  
**Luis Miguel Pizano**, GSAPP  
**Evan Tilley**, SEAS  
**Alek Tomich**, GSAPP  
**Rachel Yeung**, SSW

*Libraries staff in attendance:*

**Iris A. Barreto**, Evening and Weekend Access Supervisor  
**Madiha Choksi**, Research and Learning Technologies Librarian  
**Jim Crocamo**, Head, Access and User Experience  
**Kaneisha Gaston Arhin**, Teaching and Undergraduate Services Librarian  
**Lauran Hartley**, Tibetan Studies Librarian  
**Abbey Lovell**, Communications Manager  
**Allison Morrow**, Associate Director, Communications  
**Ann Thornton**, Vice Provost and University Librarian  
**Rob Cartolano**, Associate Vice President for Digital Programs and Technology Services  
**Alex Whelan**, Time Based Media Metadata Librarian  
**Rina Pantalony**, Director of Copyright Advisory Services

*Agenda*

- 1. Welcome & Introductions (all)**
- 2. Update on Library Services (A. Morrow; M. Choksi; J. Crocamo; L. Hartley)**  
Overview of Libraries' COVID response and reopening, new and pivoted libraries services for fall, including book pick-up, seat reservations, scanning, HathiTrust emergency access, and pivoted services to serve remote learning such as workshops, reference, and instruction.

**Relevant Links:**

- Status Alerts Page: <https://library.columbia.edu/about/news/alert.html>

- Study Seat Reservations: <https://seats.library.columbia.edu/>
- Book Pick-Up: <https://library.columbia.edu/services/request/pick-up-service.html>
- Using the Libraries During COVID-19: <https://library.columbia.edu/using-libraries.html>
- NEWS/Subscribe to Newsletter: <https://library.columbia.edu/about/news.html>
- Five Ways to Get Started Video: <https://vimeo.com/454120867>
- Face Shield Coverage: <https://www.cnn.com/2020/04/07/health/librarian-3d-printing-coronavirus-trnd>
- Emergency access to 40% of our print holdings (ETAS): <https://blogs.cul.columbia.edu/spotlights/2020/04/03/40-of-columbias-print-collections-now-temporarily-available-in-digital-format-following-hathitrust-emergency-temporary-access-service/>

### 3. “Secret Shopper” Activity Debrief

Students were asked to use one of the new or pivoted library services and briefly report back about the experience during the meeting. Examples included:

- Request a book for pick-up (for on-campus students)
- Reserve a study seat (for on-campus students)
- Attend a virtual workshop (for anyone)
- Request a scan of a small portion of a material (for anyone)

Questions/Feedback about services included:

*Question:* When will stacks be open? Are there plans to open them for an hour or so, for individual use by researchers? While I understand the virtual shelf browse feature, scrolling through doesn’t give you the same tactile visual experience needed for some types of research.

*Response:* Not at this point, we are focused on maintaining strict density requirements for our study space offering, and are quarantining books following their return to campus. Opening stacks presents several logistical and safety challenges, which we are not yet able to address.

*Question:* When you reserve a seat, is it understood until your time is spent entirely in the seat that you reserved, and not anywhere else in the Libraries?

*Response:* Yes, the rooms where we are offering seat reservations are really the only rooms where current users are able to go, with the exception of using the restroom.

*Question:* Avery Library is historically a non-circulating library, so are books allowed to leave now for the pick-up service?

*Response:* Yes, certain collections in Avery are now available to circulate via the pick-up service. There is also a system in addition to seat reservations at Avery that allow users to use certain materials on site during their reservation time.

*Question:* Seat reservation time limit is prohibitive at 2-hr time limit. Several peers have had this experience, too. Is there a way to extend the time limit?

*Response:* Yes, we put that into place this week. Seats can now be reserved for up to four hours, and video conferencing is allowed in designated rooms:

<https://seats.library.columbia.edu/>

*Question:* Emergency access has been so wonderful, especially for materials that are traditionally not available for electronic access, but want to make sure that this isn't going away anytime soon because she can't request it for in-person pickup at Butler.

*Response:* Yes, we are doing everything we can to make sure the emergency access is extended through ETAS for as long as we're in this situation, including not allowing those books to circulate or lending them to partner institutions so that they remain available electronically.

<https://blogs.cul.columbia.edu/spotlights/2020/04/03/40-of-columbias-print-collections-now-temporarily-available-in-digital-format-following-hathitrust-emergency-temporary-access-service/>

*Question:* I am not on campus, so I can't return my materials by the October due date. When I asked about this, I was told that due dates are now pushed back through February, but the website still has the October date.

*Response:* Yes, that's correct. We will be updating the public website with the February info when we are finished reassigning new due dates to those materials, likely today or early next week.

*Question:* I signed up for (and attended) a virtual workshop about using CLIO, which was great. However, I was a little confused by the registration system and had trouble getting the correct link in time to log on to the workshop. Why is there a cutoff for registration for virtual workshops that's inconsistent across workshops? Why doesn't the email come for several hours with the actual link to the workshop?

*Response:* Very helpful feedback. We are using a registration system that's not necessarily optimized for virtual events, but we will absolutely look into why those inconsistencies and delays might be happening.

*Question/Comment:* The 5-ways to get started video was extremely useful, especially for students who don't necessarily want to dive deep into doing research at the Libraries, but want to use basic services like workshops and study space. Can this be sent in an email to all students?

*Response:* Thank you! And yes, this will be sent to all new students in the coming weeks, and we also encourage anyone to sign up for our newsletter, which will contain similarly helpful info about using the libraries. <https://library.columbia.edu/about/news.html>

#### **4. Language/Terminology in the Library Catalog**

Members from the Libraries' Diversity & Inclusion Committee presented a draft statement which addresses the presence of controversial language in the library catalog, as well as the process for identifying terms as harmful and suggesting alternative labels. Students were encouraged to briefly review a draft of that statement as a pre-read for the discussion, and were encouraged to provide further feedback via a form.

#### **5. Wrap-Up & Next Steps**

This committee is a two-way communication channel - we look forward and expect to hear from SLAC members throughout the semester when things come up for you or your peers as you use the libraries this semester and beyond.

Our next meeting is Friday, November 20. Before that time, here are ways you can help:

- Encourage student groups to subscribe to the newsletter by posting on message boards, social groups, etc.: <https://library.columbia.edu/about/news.html> or follow us on [social](#).
- Email [slac@library.columbia.edu](mailto:slac@library.columbia.edu) with questions about services, suggestions, concerns, or feedback...especially discussion items that may be of broad interest in a future meeting.
- Look out for email communications with opportunities to provide feedback about various library initiatives, hiring decisions, and more.